Health Care Program for children with Special Needs

Together we'll find the way.

Colorado Department of Public Health and Environment

CYSHCN Data System

User Manual

May 2012

Version 2 – May 1, 2012

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Introduction

The *CYSHCN Data System* is the data system for the Health Care Program for Children with Special Needs (HCP). HCP Staff from local public health agencies that have contracts with the Colorado Department of Public Health and Environment (CDPHE) use this system to enter data for each child receiving HCP Care Coordination. The HCP state and local offices use the data for assessment, planning, evaluation, reporting and, in some cases, contract monitoring. Entering care coordination data in the *CYSHCN Data System* is an HCP contract requirement.

How to Use the CYSHCN Data System User Manual

It is important for new users of the *CYSHCN Data System* to review this manual before entering data. This manual is a guide to navigating the data system and entering data. An archived webinar training presentation is available to learn the *CYSHCN Data System* and to understand the HCP Care Coordination Model. All staff must take the training on both the data system and the HCP Care Coordination Model in order to obtain a user name and password for the *CYSHCN Data System*.

The training environment is located at https://www.phitraining.dphe.state.co.us/nonauthenticated/.

HINT: If you have difficulty reading the text or screens in this manual, use the zoom on your tool bar under "View" to increase the size of the text and screens for viewing.

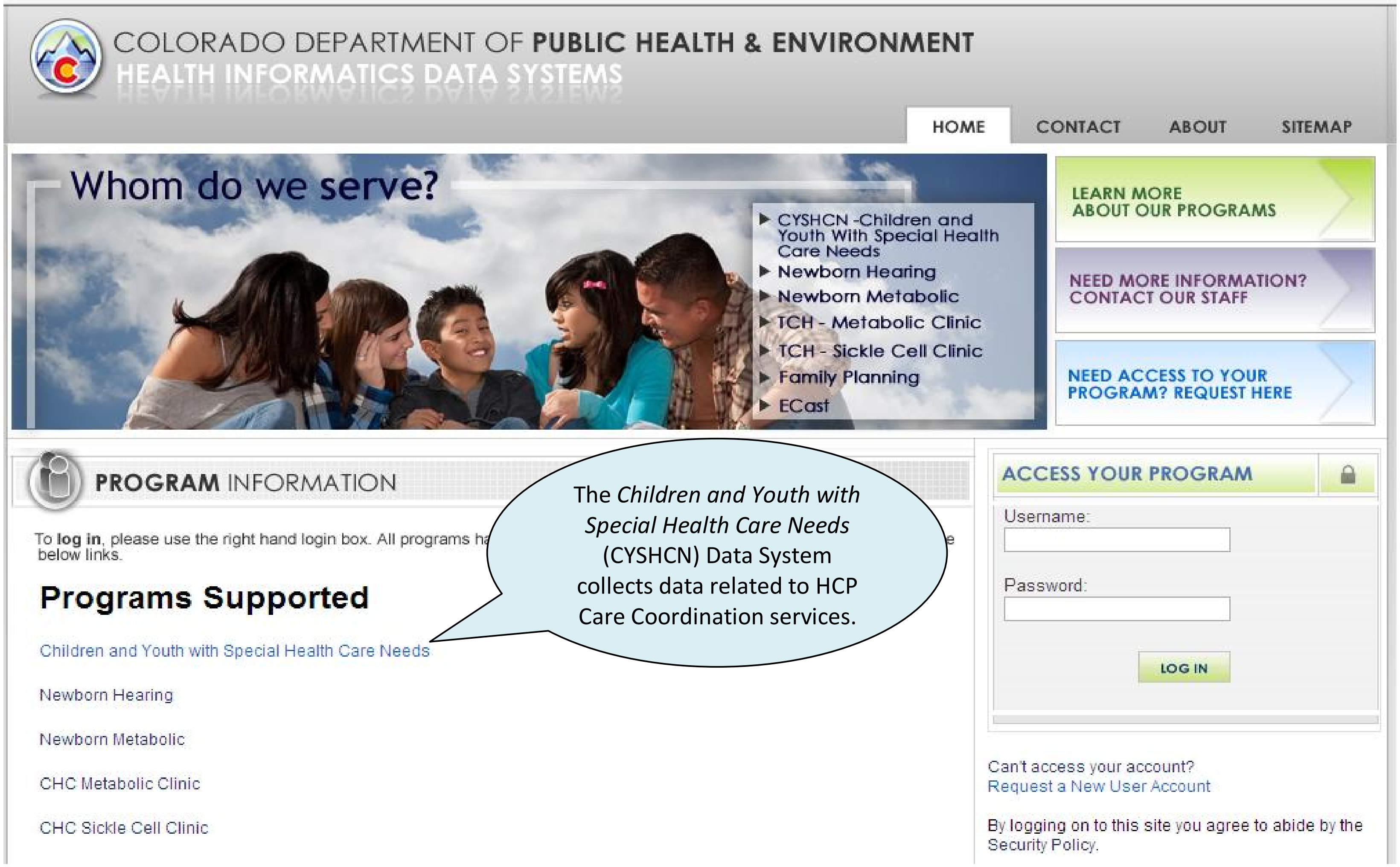
You may call the Help Desk from 7:30 AM to 4:30 PM. You may have to leave a message, allow 1 business day for your call to be returned. The Help Desk supports with passwords, getting started and answers questions about entering data.

GETTING STARTED

Welcome to the *CYSHCN Data System* (CYSHCN is pronounced “shin”). The program runs on Microsoft Windows XP or Windows 7.

Open your internet browser (MS Internet Explorer 7 or higher), and go to: **https://www.phi.dphe.state.co.us/Nonauthenticated/IDS/default.aspx** to access the *Colorado Department of Public Health and Environment Health Informatics Data Systems* home page. The data system is web-based, so you can access it from any computer with internet capability (as outlined in Security and Confidentiality Agreement). Using an IBM-compatible browser (e.g. *Firefox*) allows the program to run reliably. If you prefer *Safari*, for example, which is not IBM compatible, it may not run properly. The Colorado Department of Public Health and Environment recommends using Internet Explorer 8 or greater as a Web Browser.

Colorado Department of Public Health and Environment Health Informatics Data System Home Page:



The *CYSHCN Data System* is one of the data systems in the Colorado Department of Public Health and Environment's Integrated Data System (IDS).

Moving Through the Data System

Shortcuts and Helpful Hints

- **Required Data -** Required data fields in the data system have an Orange background. If you try to save the screen without first completing the orange fields you will receive the following message either on the screen itself or in a pop-up box: **Required Entry: Required Field Missing [name of missing field]**.

- Use the **Tab** key or your mouse to move through the system. Do not use the directional arrows on your keyboard, as using them will take you back to the home page.

- **F11** – To make the screen larger, you may want to display it in "Full Screen" mode. Click on F11 to hide the web browser toolbars. When you need to access the toolbars again, click on F11 again to return to the normal view.

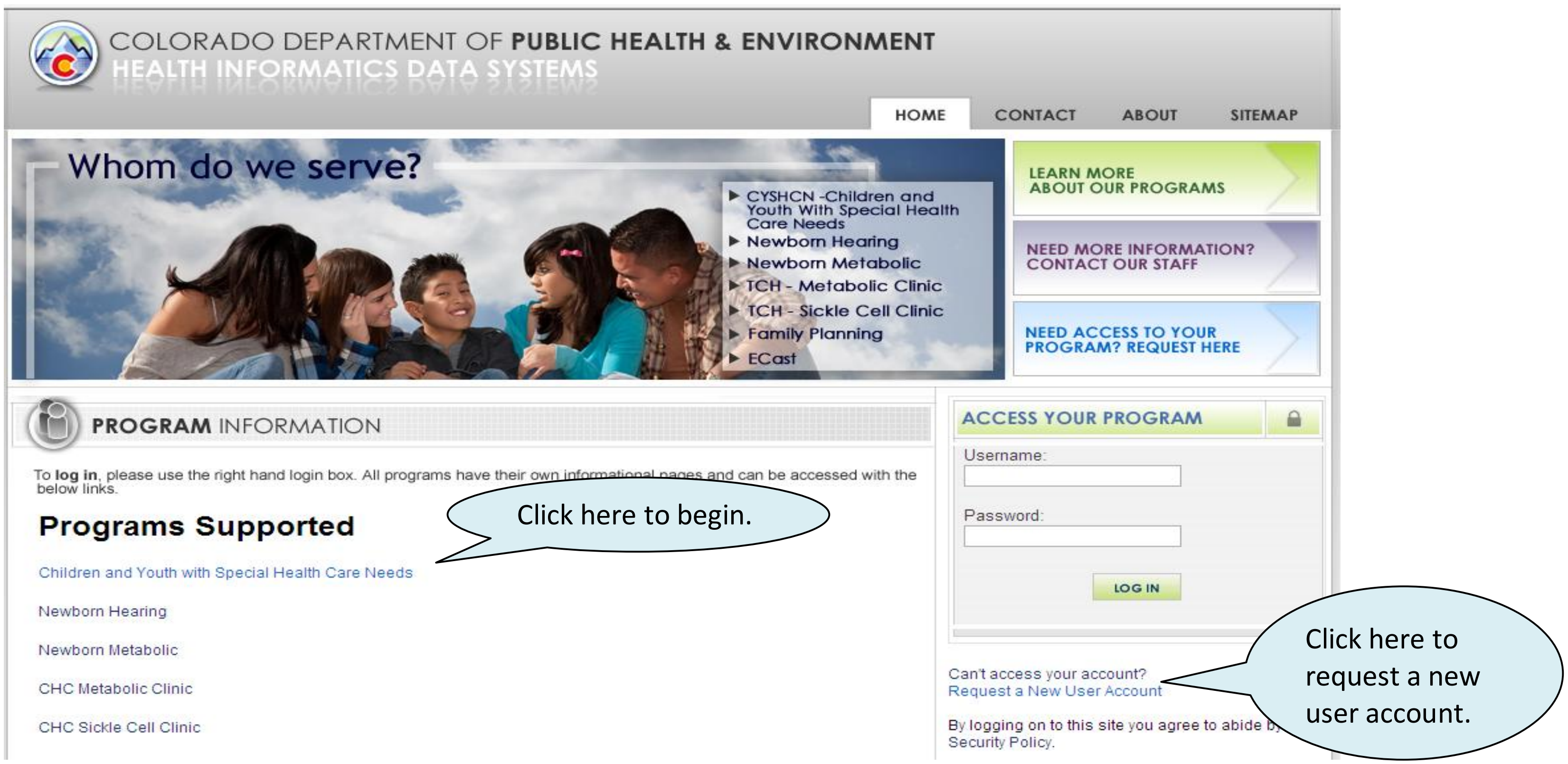
- **NEVER** use Toolbar back ⬅ and forward ➡ arrows at the top left of your screen. Using the arrows will close the *CYSHCN Data System*. You will need to re-open the system and log in again to continue entering data.

- The *CYSHCN Data System* times out after a period of inactivity. If you sign back into the system within 20 minutes from the time the system locks you out, you will still be on the screen you were last working on. If the time out period is greater than 20 minutes, you will return to the system's Home screen.

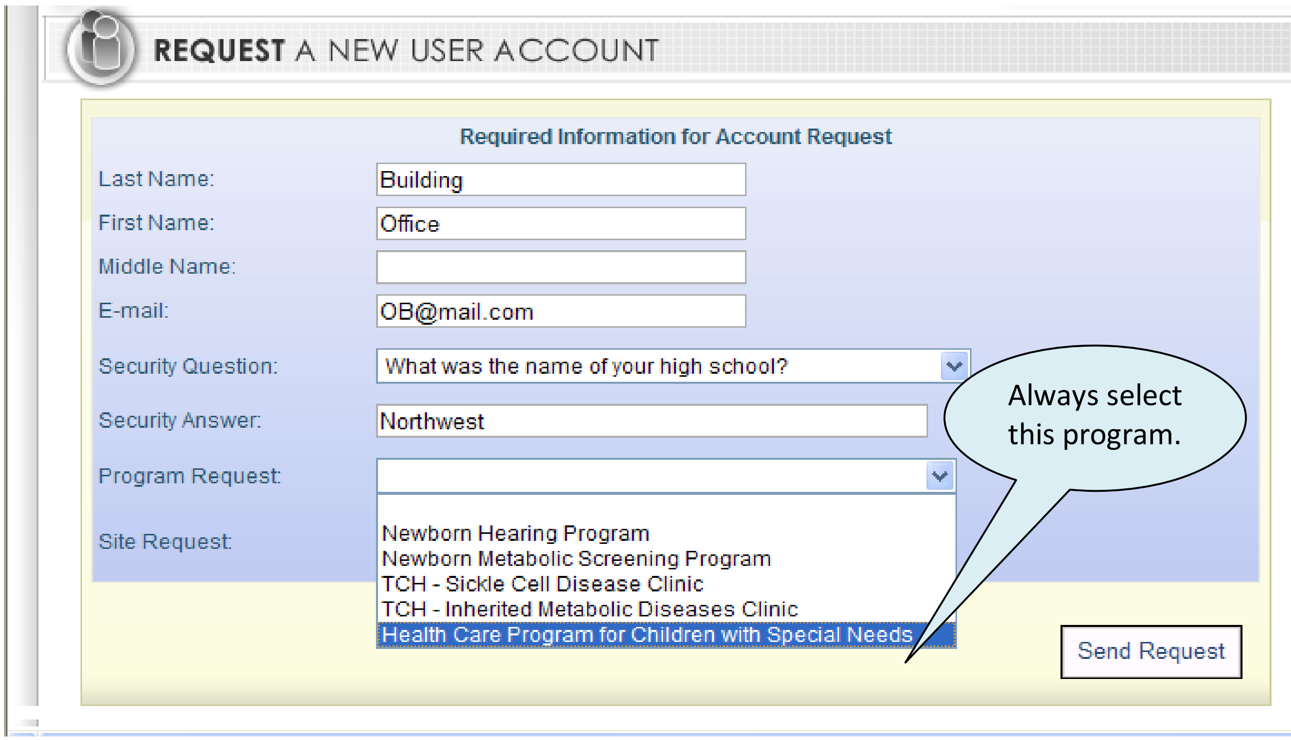
- When you have finished your session on the *CYSHCN Data System*, log out of the system by clicking on **Logout.**

Request a New User Account

Before you can enter data, you will need to request a new user account by clicking on the ***Request a New User Account*** text below the log in box shown below. Click on **Children and Youth with Special Health Care Needs** at the top of the **Programs Supported** to begin. In this manual, we show you screen examples with descriptions of the information to be entered on each screen.

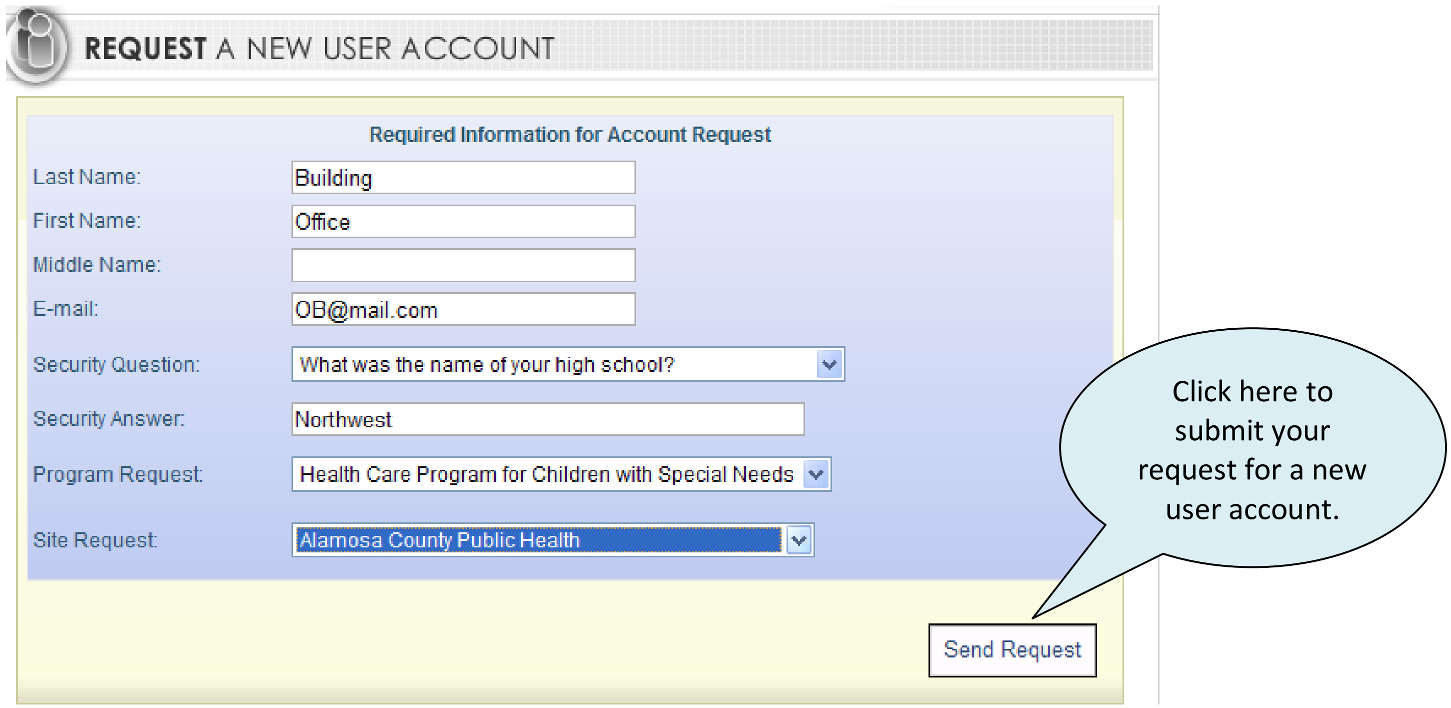


After you click on **Request a New User Account** shown on the screen above, the following screen pops up.



Fill in all the spaces on the form. Select a **Security Question** from the drop down list and type your answer in the **Security Answer** box.

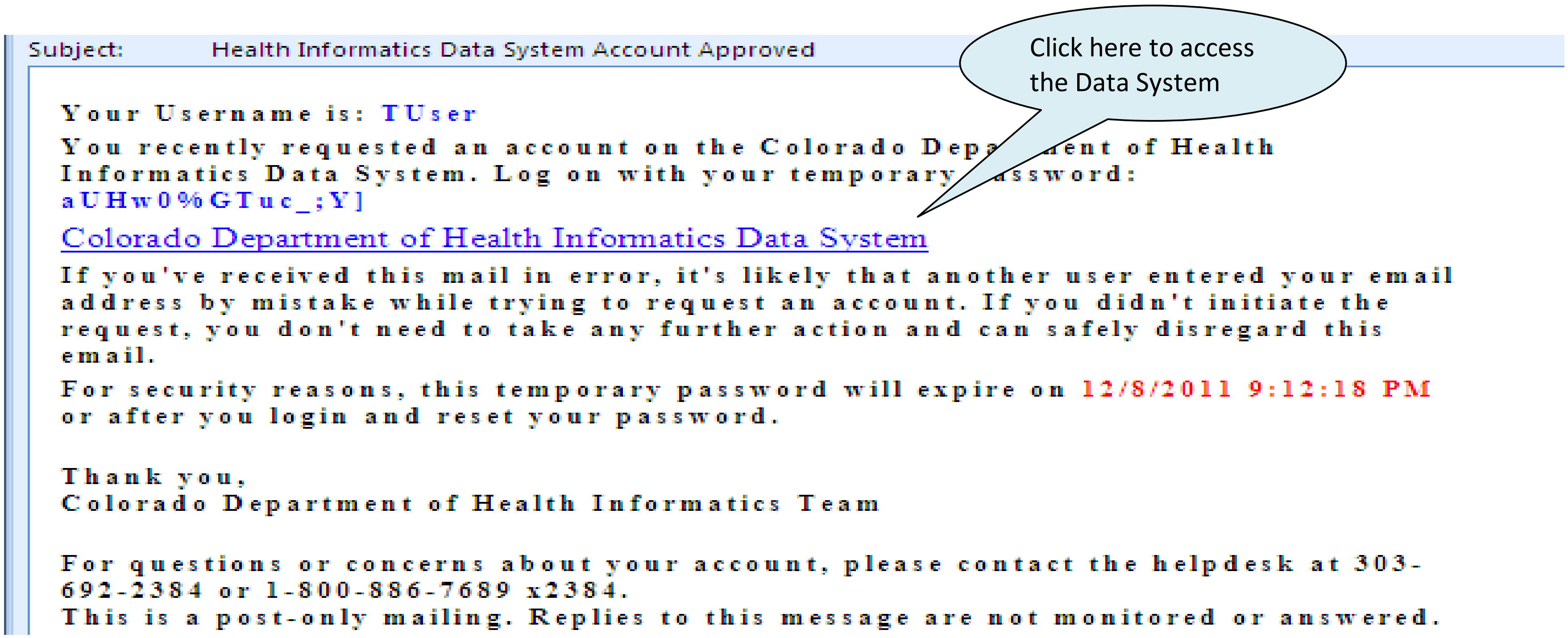
Select "**Health Care Program for Children with Special Needs**" from the Program Request drop down list.



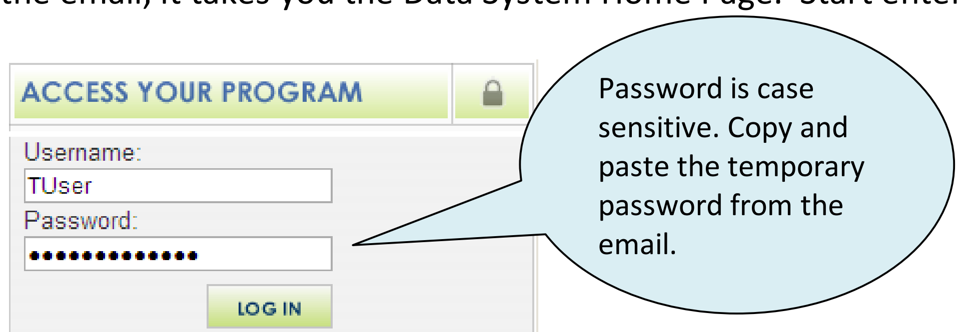
Select your primary site from the drop down list. Staff that enters data for more than one HCP site can send an email with those site names to the Data Coordinator at Dale.Knochenmus@state.co.us. A future enhancement to CYSHCN will automate this process.

Click on **Send Request**

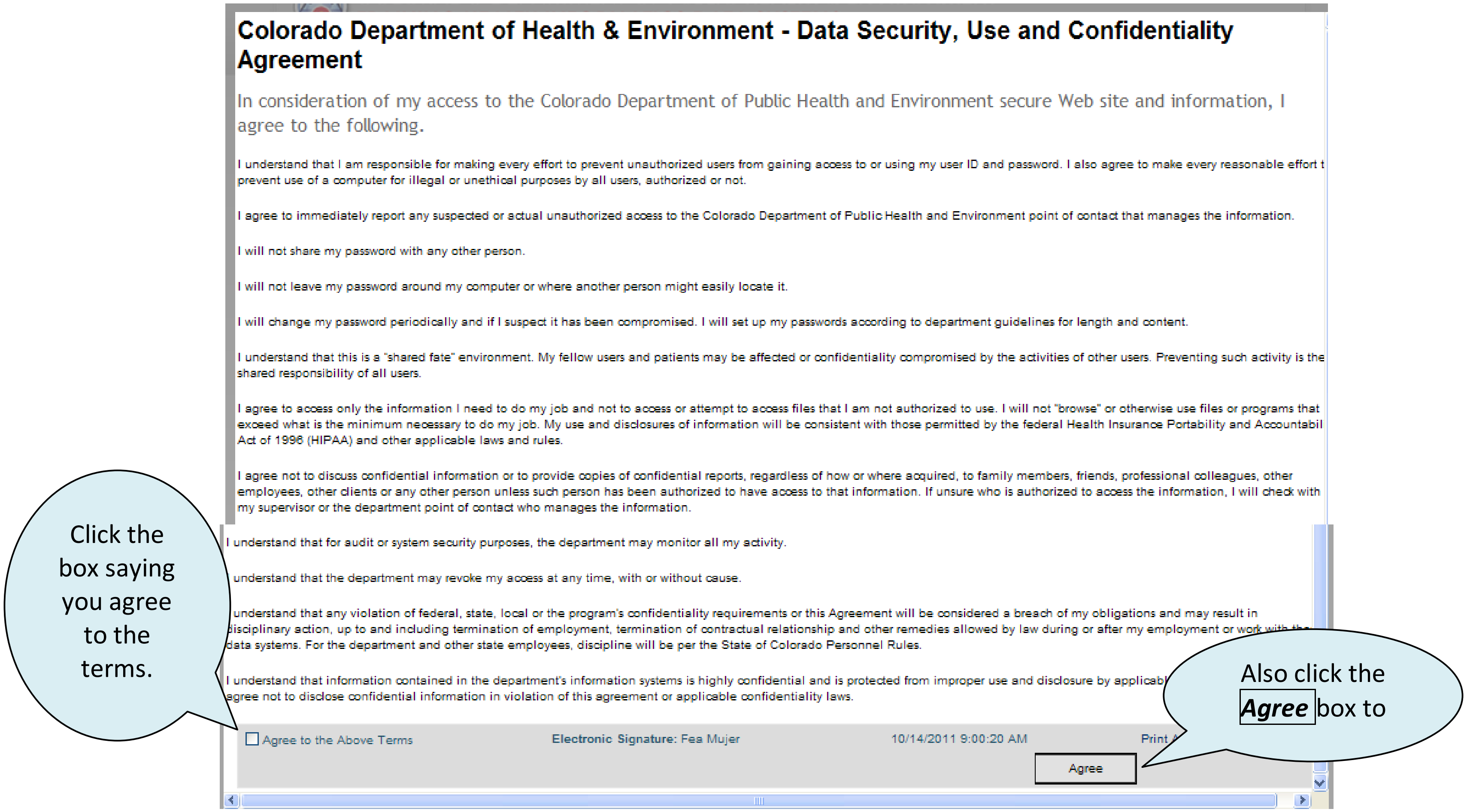
When the CYSHCN Data Coordinator has approved your request, an email message with a title of *Health Informatics Data System Account Approved* will be sent to the email address you entered.



Once you click the Data System link on the email, it takes you the Data System Home Page. Start entering your initial login.



The **CDPHE Data Security, Use and Confidentiality Agreement** shown below will appear.



Colorado Department of Health & Environment - Data Security, Use and Confidentiality Agreement

In consideration of my access to the Colorado Department of Public Health and Environment secure Web site and information, I agree to the following.

I understand that I am responsible for making every effort to prevent unauthorized users from gaining access to or using my user ID and password. I also agree to make every reasonable effort t prevent use of a computer for illegal or unethical purposes by all users, authorized or not.

I agree to immediately report any suspected or actual unauthorized access to the Colorado Department of Public Health and Environment point of contact that manages the information.

I will not share my password with any other person.

I will not leave my password around my computer or where another person might easily locate it.

I will change my password periodically and if I suspect it has been compromised. I will set up my passwords according to department guidelines for length and content.

I understand that this is a "shared fate" environment. My fellow users and patients may be affected or confidentiality compromised by the activities of other users. Preventing such activity is the shared responsibility of all users.

I agree to access only the information I need to do my job and not to access or attempt to access files that I am not authorized to use. I will not "browse" or otherwise use files or programs that exceed what is the minimum necessary to do my job. My use and disclosures of information will be consistent with those permitted by the federal Health Insurance Portability and Accountabil Act of 1996 (HIPAA) and other applicable laws and rules.

I agree not to discuss confidential information or to provide copies of confidential reports, regardless of how or where acquired, to family members, friends, professional colleagues, other employees, other clients or any other person unless such person has been authorized to have access to that information. If unsure who is authorized to access the information, I will check with my supervisor or the department point of contact who manages the information.

I understand that for audit or system security purposes, the department may monitor all my activity.

understand that the department may revoke my access at any time, with or without cause.

understand that any violation of federal, state, local or the program's confidentiality requirements or this Agreement will be considered a breach of my obligations and may result in isciplinary action, up to and including termination of employment, termination of contractual relationship and other remedies allowed by law during or after my employment or work with the data systems. For the department and other state employees, discipline will be per the State of Colorado Personnel Rules.

I understand that information contained in the department's information systems is highly confidential and is protected from improper use and disclosure by applicab agree not to disclose confidential information in violation of this agreement or applicable confidentiality laws.

Agree to the Above Terms **Electronic Signature:** Fea Mujer 10/14/2011 9:00:20 AM Print

Agree

Please read the agreement (readable text located in Appendix I of the manual), click the **Agree to the Above Terms** box on the lower left corner, then click the **Agree** button on the lower right to continue. You must do both steps. You may now click on "**Signed Confidentiality Agreement"** to view and print for your records.

To close the confidentiality agreement, use the back ⬅ in your tool bar. This is the ONLY place in the data system that you use the arrow.

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I understand that I am responsible for making every effort to prevent unauthorized users from gaining access to or using my user ID and password. I also agree to make every reasonable effort to prevent use of a computer for illegal or unethical purposes by all users, authorized or not.

I agree to immediately report any suspected or actual unauthorized access to the Colorado Department of Public Health and Environment point of contact that manages the information.

I will not share my password with any other person.

I will not leave my password around my computer or where another person might easily locate it.

I will change my password periodically and if I suspect it has been compromised. I will set up my passwords according to department guidelines for length and content.

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I agree to access only the information I need to do my job and not to access or attempt to access files that I am not authorized to use. I will not "browse" or otherwise use files or programs that exceed what is the minimum necessary to do my job. My use and disclosures of information will be consistent with those permitted by the federal Health Insurance Portability and Accountability Act of 1996 (HIPAA) and other applicable laws and rules.

I agree not to discuss confidential information or to provide copies of confidential reports, regardless of how or where acquired, to family members, friends, professional colleagues, other employees, other clients or any other person unless such person has been authorized to have access to that information. If unsure who is authorized to access the information, I will check with my supervisor or the department point of contact who manages the information.

I understand that my access is granted for the purposes of public health and environmental protection. I will not use or disclose any data for any purpose or end inconsistent with the purposes of the system(s) for which access is granted. If I am unsure if any use or disclosure is permitted, I will discuss the issue with my supervisor and/or contact appropriate department program staff for further clarification.

I will take precautions to protect confidential data displayed on my screen from viewing by others. This may mean re-positioning my computer screen, adding a device to limit other's view, turning off the computer when leaving the area or enabling password–protected screen savers. I will take reasonable and appropriate steps taking into account the staff and public access to my area and the nature of the data on the system.

I understand that files I access may be protected from distribution by copyright or other applicable laws. The department has exclusive copyrights in all original works of authorship created by its employees or contractors. This applies to both published and unpublished works, and includes, but is not limited to, written documents, charts, graphs, imagery and maps. Other entities' copyrighted works also may be accessible on this Web site. I will not reproduce, distribute or display these works without permission from the department or another copyright owner.

I understand that for audit or system security purposes, the department may monitor all my activity.

I understand that the department may revoke my access at any time, with or without cause.

I understand that any violation of federal, state, local or the program's confidentiality requirements or this Agreement will be considered a breach of my obligations and may result in disciplinary action, up to and including termination of employment, termination of contractual relationship and other remedies allowed by law during or after my employment or work with these data systems. For the department and other state employees, discipline will be per the State of Colorado Personnel Rules.

I understand that information contained in the department's information systems is highly confidential and is protected from improper use and disclosure by applicable federal and state laws. I agree not to disclose confidential information in violation of this agreement or applicable confidentiality laws.

Signed By: cjlow
Date Signed: 9/13/2011 3:58:00 PM
Print Agreement

Click here to print.

Internet 85%

Integrated Data Systems Screens

When you first open the system, select the Children and Youth with Special Health Care Needs (CYSHCN). **You may select one of three options such as Broadcast messages, Program Information, and Documents. Broadcast messages contain new updates about the *CYSHCN Data System*. Program Information contains a description of Health Care Program for Children with Special Needs (HCP). Lastly, Documents contain PDF downloads of the CYSHCN Database User Manual and "CYSHCN Data System Request Form".** HCP Team Leaders or Program Coordinators may request data reports or queries from the state data team by submitting a "CYSHCN Data System Request Form". The "***CYSHCN Data System Request form***" is posted on https://www.phi.dphe.state.co.us/NonAuthenticated/announcements.aspx?program=hcp

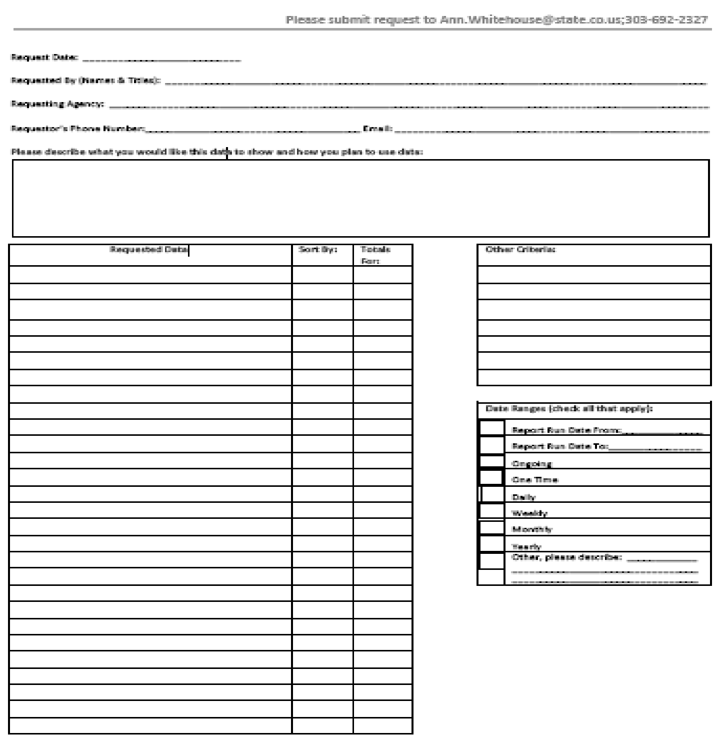
For further information about CYSHCN data that may be available to you from the *CYSHCN Data System*, you may contact:

Ann Whitehouse, RN, BSN
Data Owner; *CYSHCN Data System*
Health Care Program for Children with Special Needs
Prevention Services Department
Colorado Department of Public Health and Environment
4300 Cherry Creek Drive South
Denver, CO 80246-1530
303-692-2327
Ann.Whitehouse@state.co.us

Click on Broadcast Message every day for updates.

Click on “Document Download” to obtain the Data System Request Form and the User Manual.

Here is the first page of the Data System Request form.



Please submit request to Ann.Whitehouse@state.co.us;303-692-2327

Request Date: ____________________________

Requested By (Names & Titles): ____________________________

Requesting Agency: ____________________________

Requestor's Phone Number:____________________ Email: ____________________

Please describe what you would like this data to show and how you plan to use data:

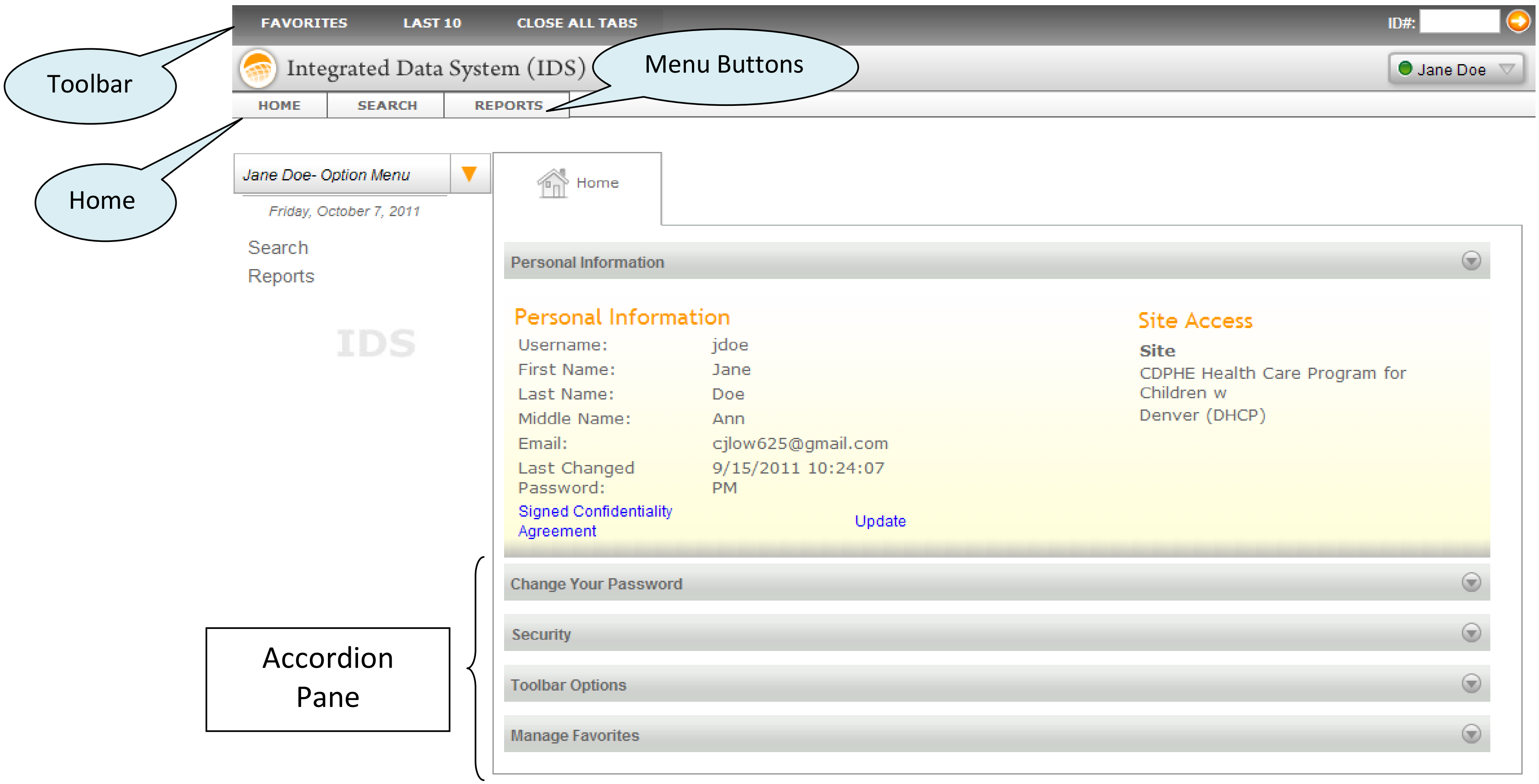
Requested Data	Sort By:	Totals For:

Other Criteria:

Date Ranges (check all that apply):
Report Run Date From:______________
Report Run Date To:______________
Ongoing
One Time
Daily
Weekly
Monthly
Yearly
Other, please describe: ______________

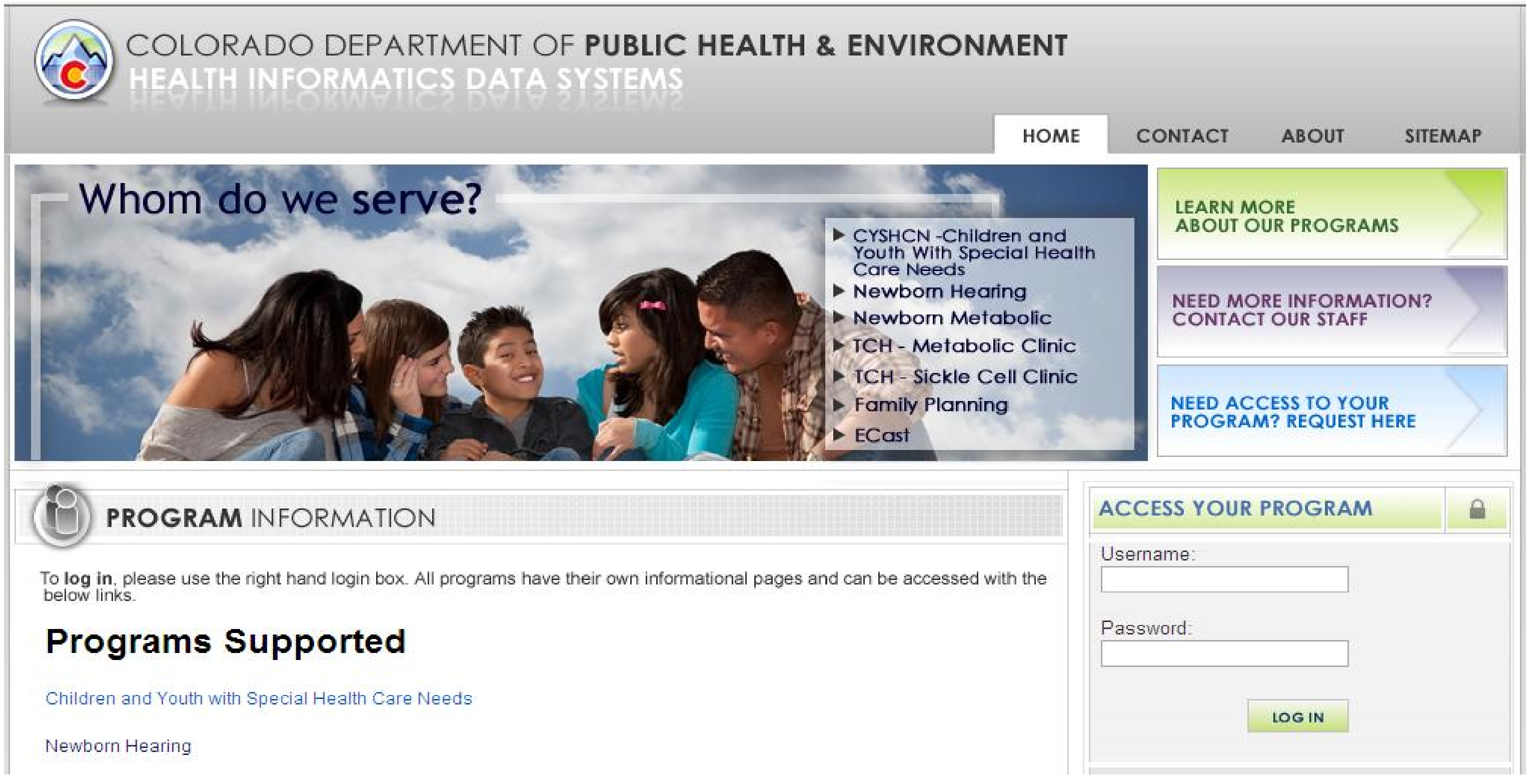
1

Home



Each of the gray bars going across the screen in the Accordion Pane shown above opens up, one at a time, to allow you to change to other options.

Accessing the *CYSHCN Data System* for the First Time

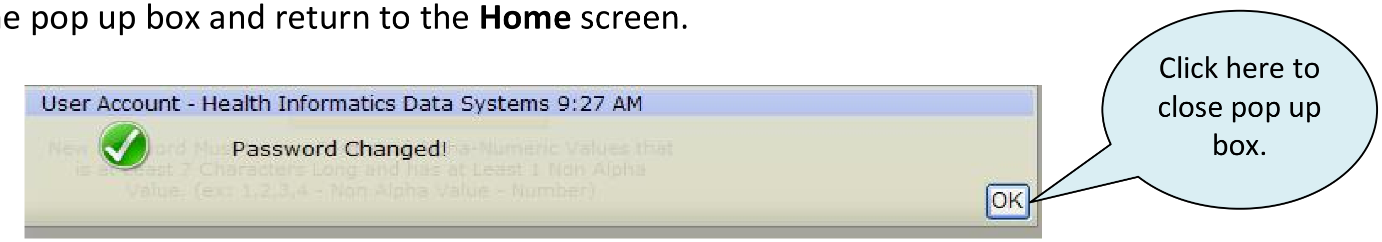


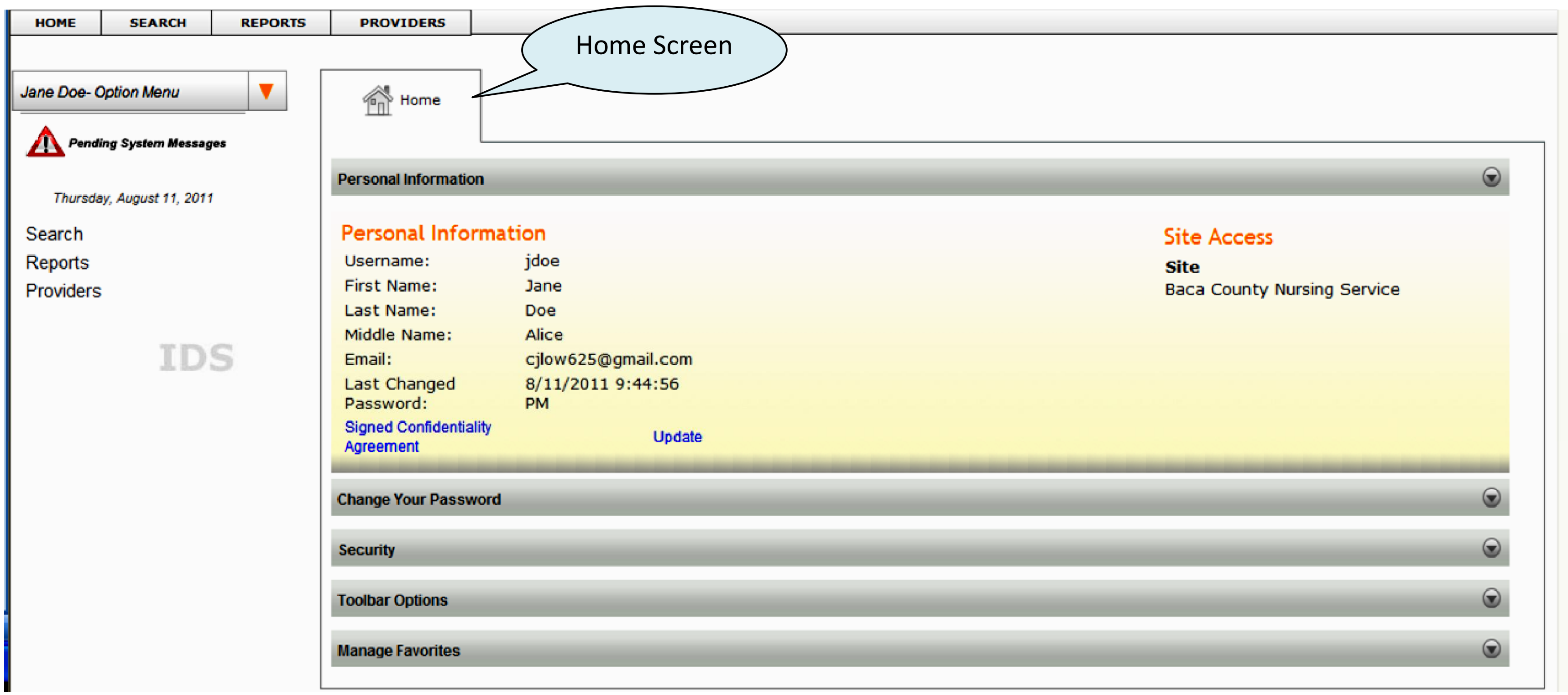
Type your *Username* in the **Access Your Program** box. You can copy and paste the temporary password sent to you in the email directly into the **Password** box.

The system will prompt you to change your password once it accepts your login information. Paste your temporary password again into the **Old Password** box, then type in a new password and confirm new password. Your password must conform to the standards for passwords that appear under the **Confirm New Password** entry box: "New password MUST be in a format of alpha-numeric values that is at least 7 characters long and has at least 1 non-alpha-numeric value.

Once you complete these steps, a pop up box will indicate that your password has been changed successfully.

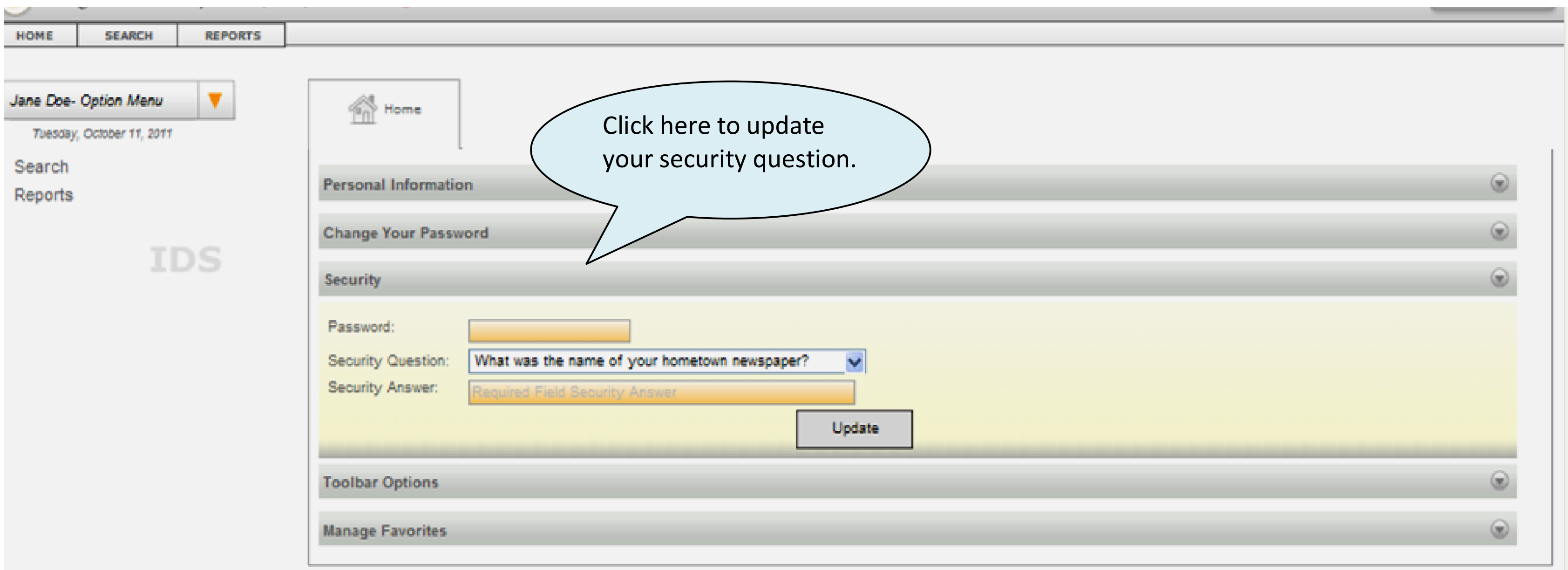
Click on OK to close the pop up box and return to the **Home** screen.





Security

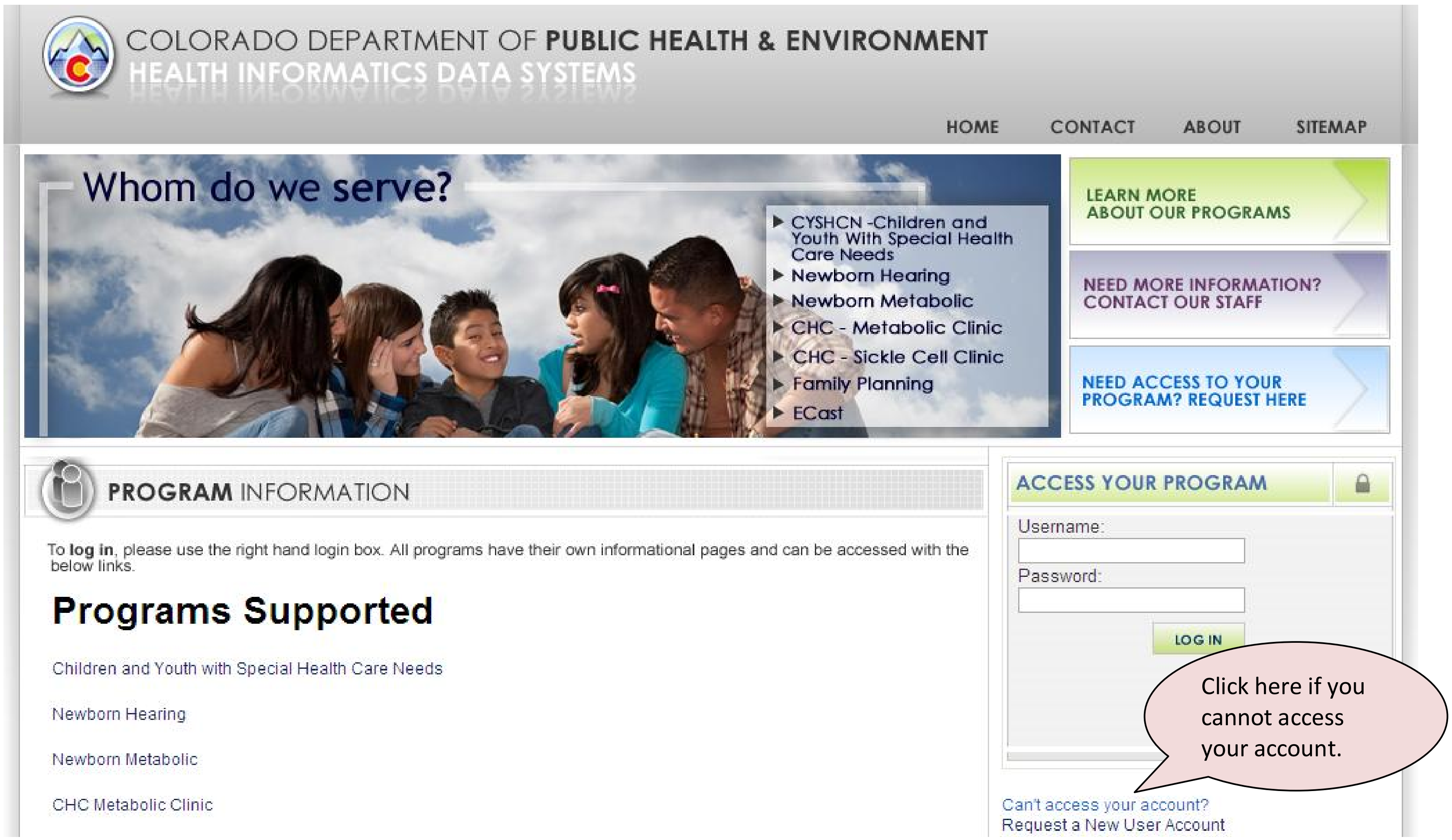
To update your security question, click on the gray **Security** line. Enter your password, select a new security question and type the answer. Click on Update to save.



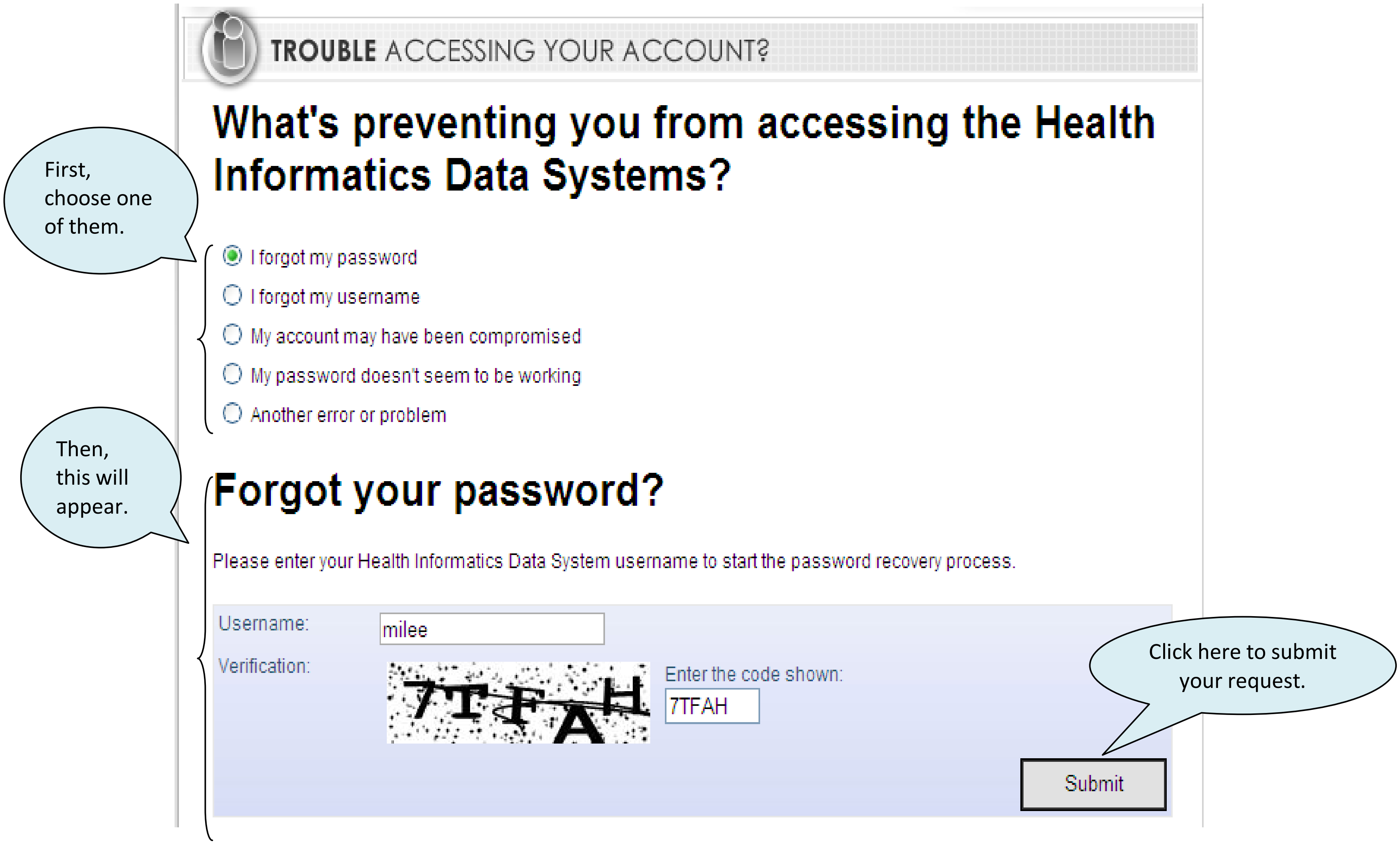
Login Assistance

HINT: If you are unable to login to the *CYSHCN Data System* after your Username and Password are established, click on the “Can’t access your account?” link.

You can reset your login information online



Choose one of the following reasons that prevent you from accessing the Health Informatics Data System. This example shows that you have forgotten your password.



Your request has been sent to your email.

Reset Password

To initiate the password reset process, please follow the instructions sent to your *******e@state.co.us email address. If you no longer have access to that account, please contact the helpdesk to update your information and reset your password.

This E-Mail message will be sent to your E-Mail address.

Subject: Health Informatics Data System Password Assistance

Your Username is: mil*******

You recently requested a new password to sign in to your Colorado Department of Health Informatics Data System account. To select a new password, click on the link below and fill out the security question along with your temporary password:
8HuMGV1SVfG0Da

Reset My Password

Click here to reset my password.

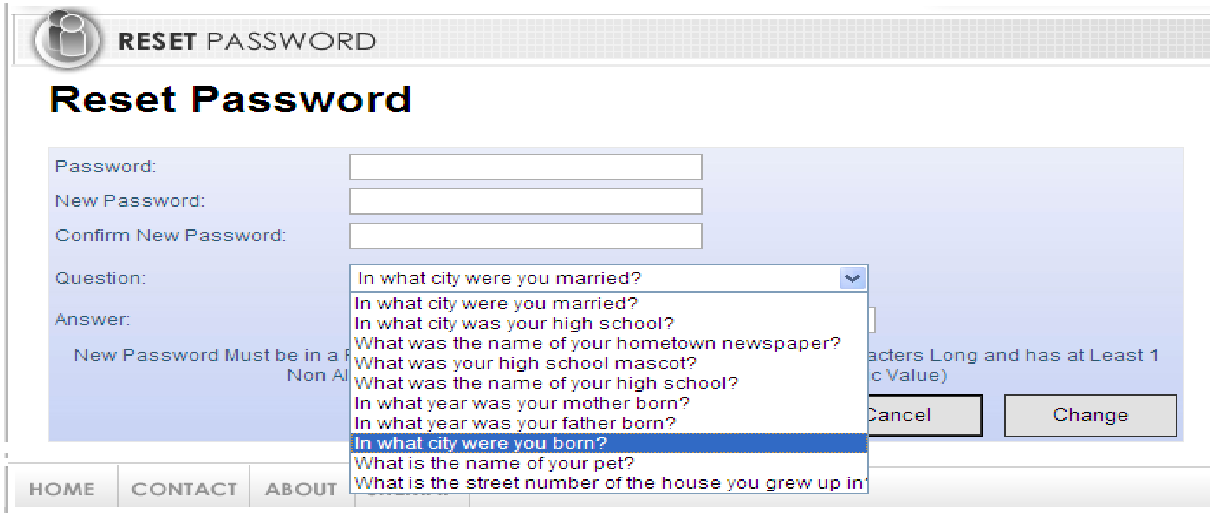
If you've received this mail in error, it's likely that another user entered your email address by mistake while trying to reset a password. If you didn't initiate the request, you don't need to take any further action and can safely disregard this email.

This request was made on: 2/10/2012 6:18:35 PM

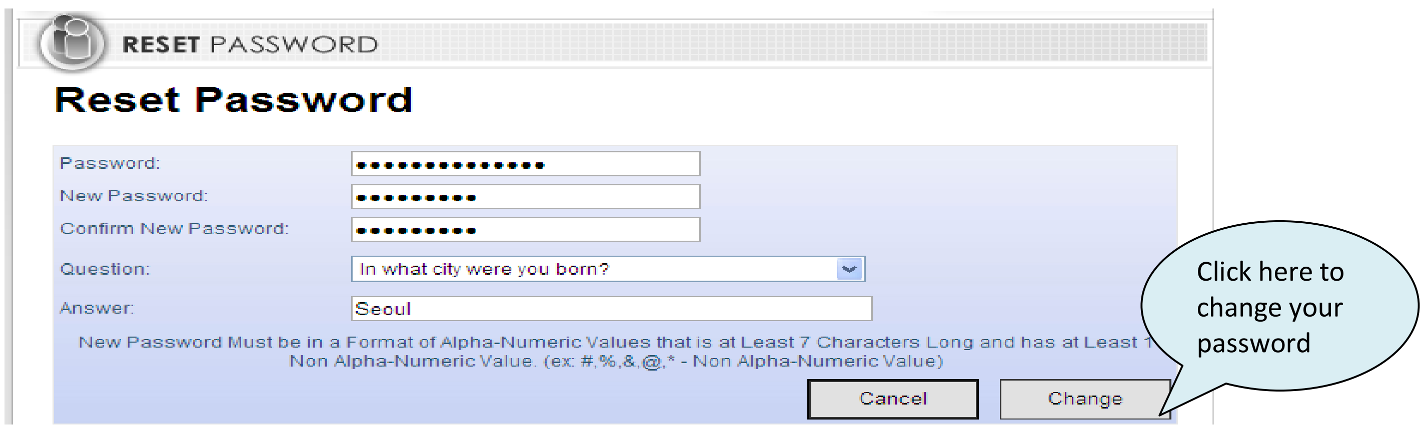
For security reasons, the password reset link will expire on 2/13/2012 6:18:35 PM or after you reset your password.

Thank you,
Colorado Department of Health Informatics Team

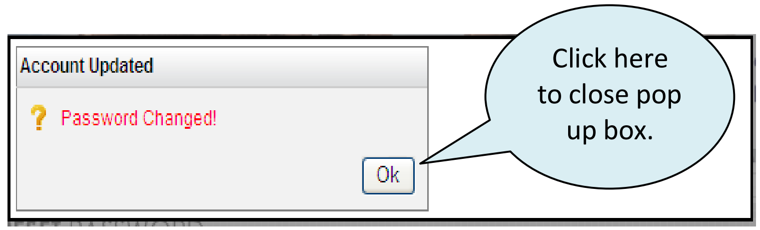
For questions or concerns about your account, please contact the helpdesk at 303-692-2384 or 1-800-886-7689 x2384.
This is a post-only mailing. Replies to this message are not monitored or answered.



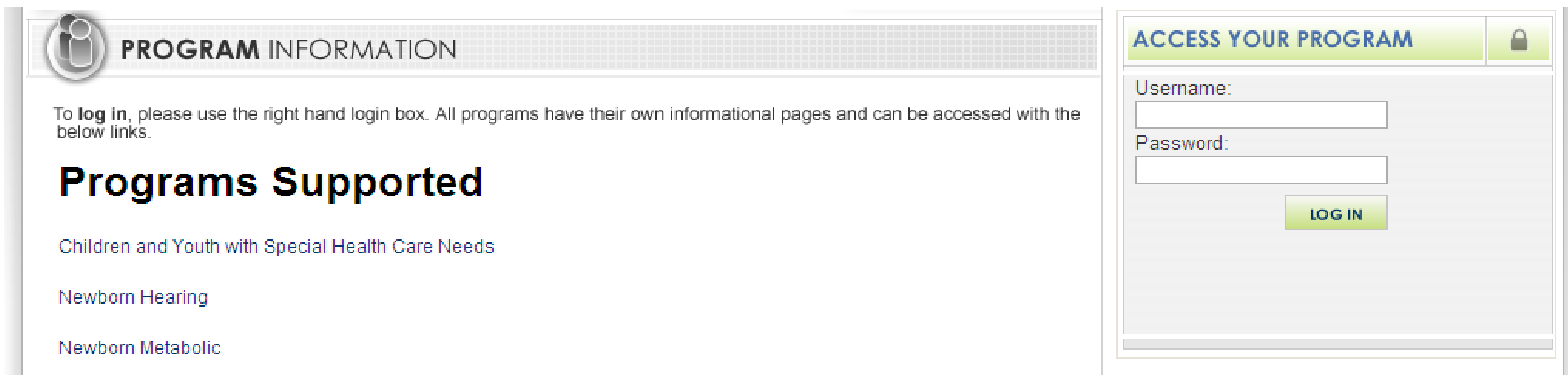
You will answer your security question that you set up when you requested your account.



You will copy the encrypted password shown in light blue from the email message and paste it on the columns. Click Change to submit your request.

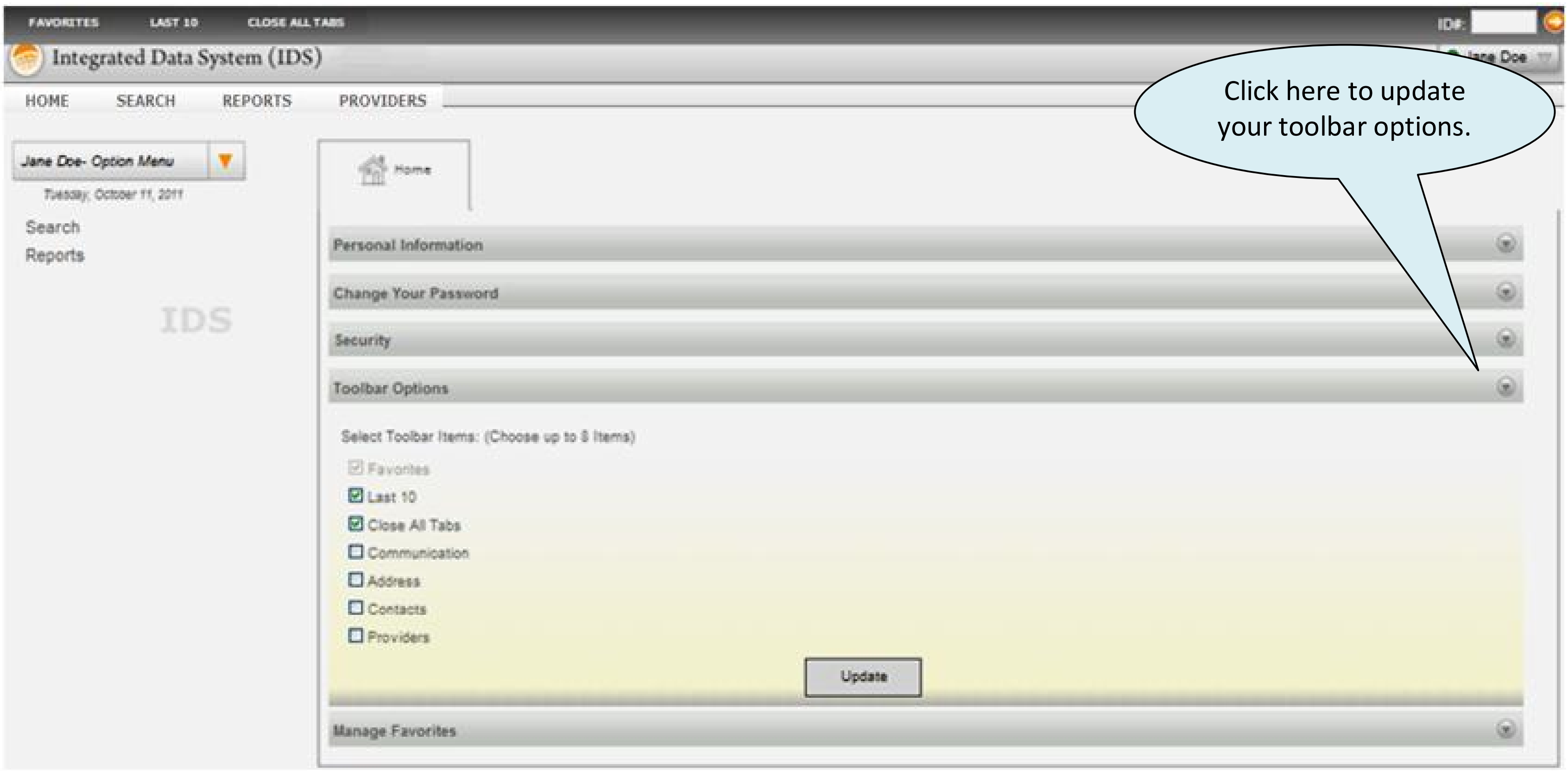


Click on OK to close the pop up box and return to Colorado Department of Public Health and Environment Health Informatics Data System Home Page to log in.



Toolbar Options

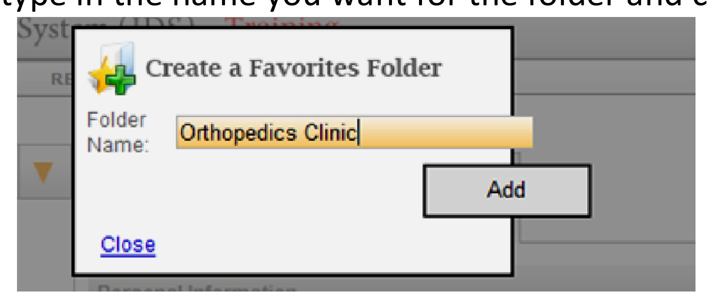
You can add several different options to your Toolbar. Click on the downward arrow on the Toolbar Options line. Then, click the item's box that you want to have visible in the Toolbar. Click on Update to save.



Manage Favorites

The last option on the Home screen is Manage Favorites. Here you will be able to add or delete favorites.

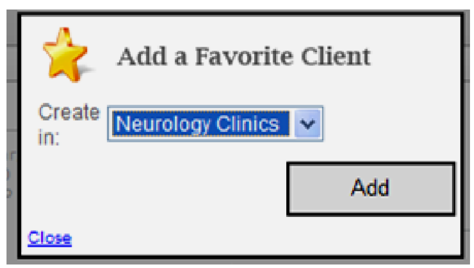
When the following box appears, type in the name you want for the folder and click on Add.



You can add as many folders as needed.

To add a client to the folder, go to the client's record and click on **Add to Favorites.**

Select the appropriate folder from the drop down list in the pop up box below, then press Add.



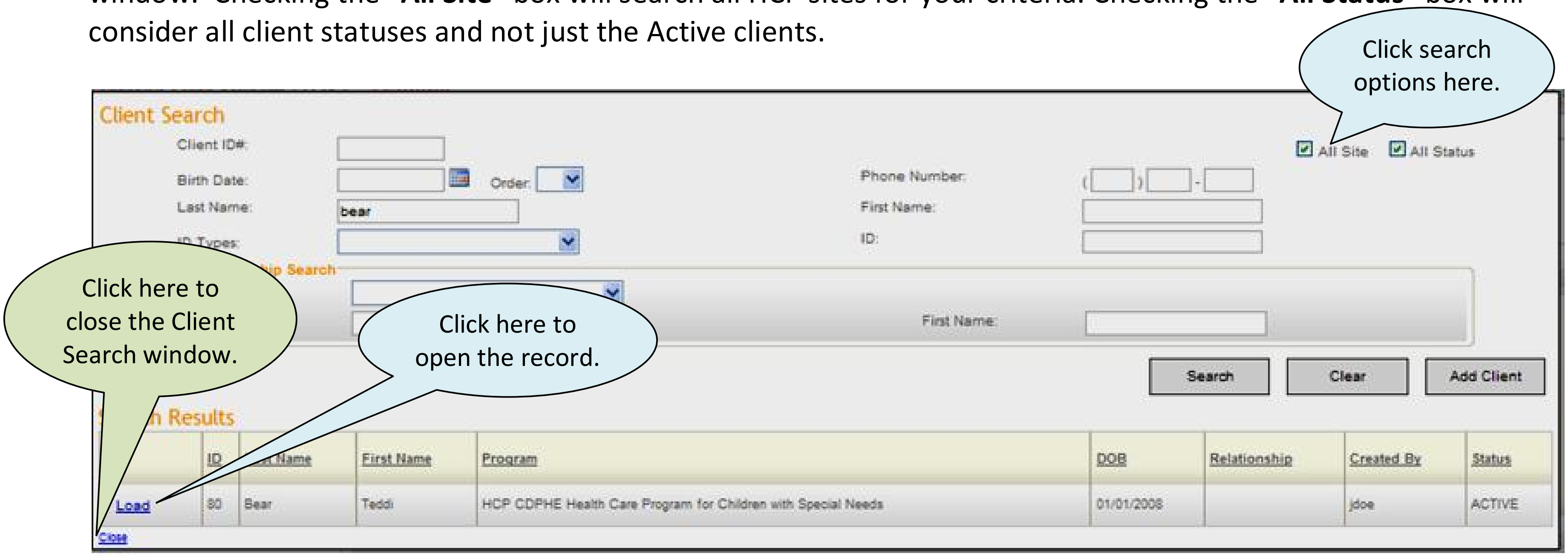
You may add the client to as many favorite folders as needed.

Search

Any time you plan to enter a new client or find an existing client, click on the Search menu button.

Once clients are entered into the ***CYSHCN Data System*,** you will be able to search for and find them using the Search menu button. Enter data into the screen for any of the fields that will help you locate the client (example: last name, first name, date of birth…).

Before searching for a client, make sure you mark the appropriate client search options in the top right of the window. Checking the "**All Site**" box will search all HCP sites for your criteria. Checking the "**All Status**" box will consider all client statuses and not just the Active clients.



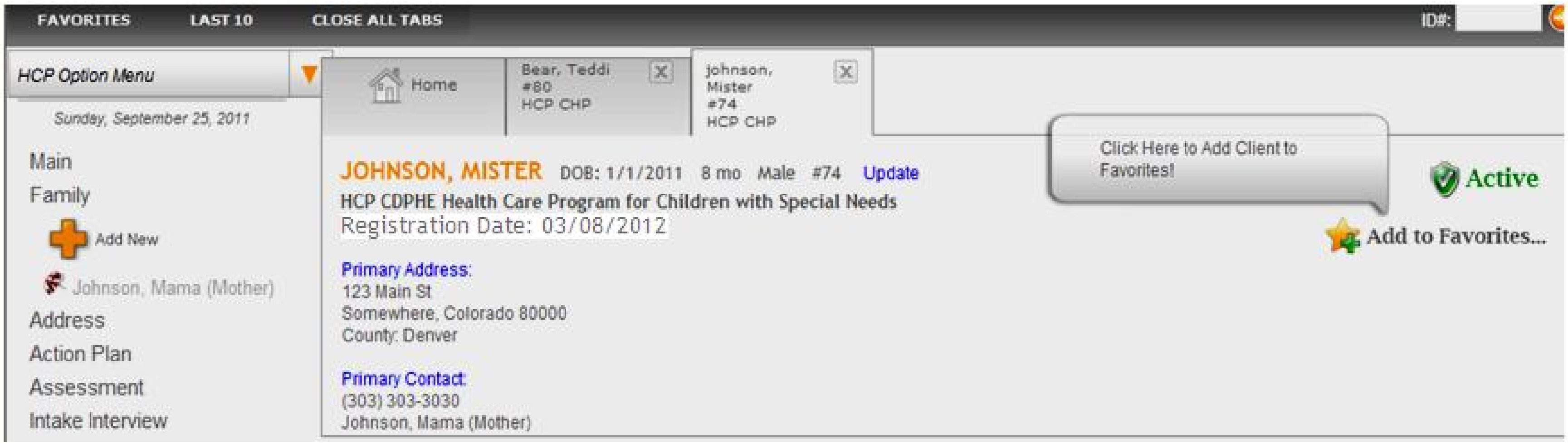
In the example shown above, we searched for a client with the last name of "Bear."

We recommend that you mark both boxes when searching for a new client you expect to register. Sometimes clients move around the state and have been registered in another location.

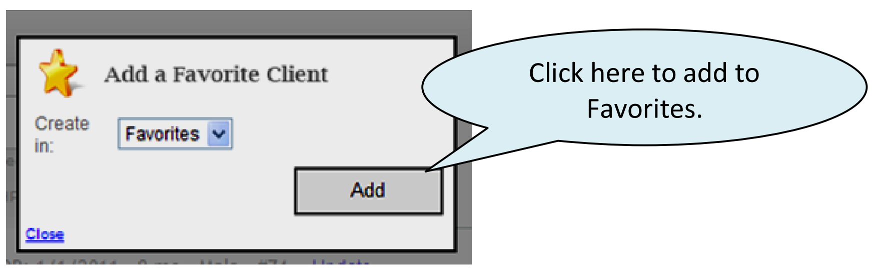
Click on **<u>Load</u>** to open the client's record or **<u>Close</u>**.

Adding Favorites

If this client is one you will be accessing frequently, you may want to add him/her as a favorite.

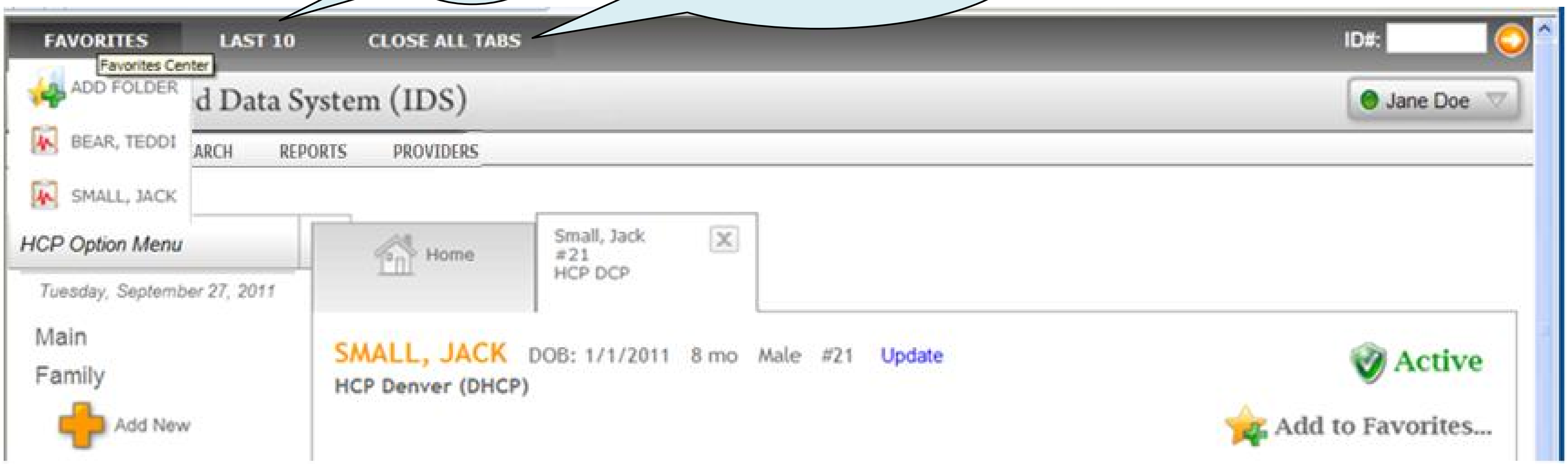


Click on Add to Favorites. When this pop up appears, click **Add**.



Now you can go to your **<u>Favorites</u>** tab and click on the client to open his record.

Last 10 Clients



The data system automatically stores the last 10 client records that you have opened. To see those, click on Last 10. When you open a new client when there are already 10 clients in the Last 10 list, the system will add the new client and delete the oldest one from the list.

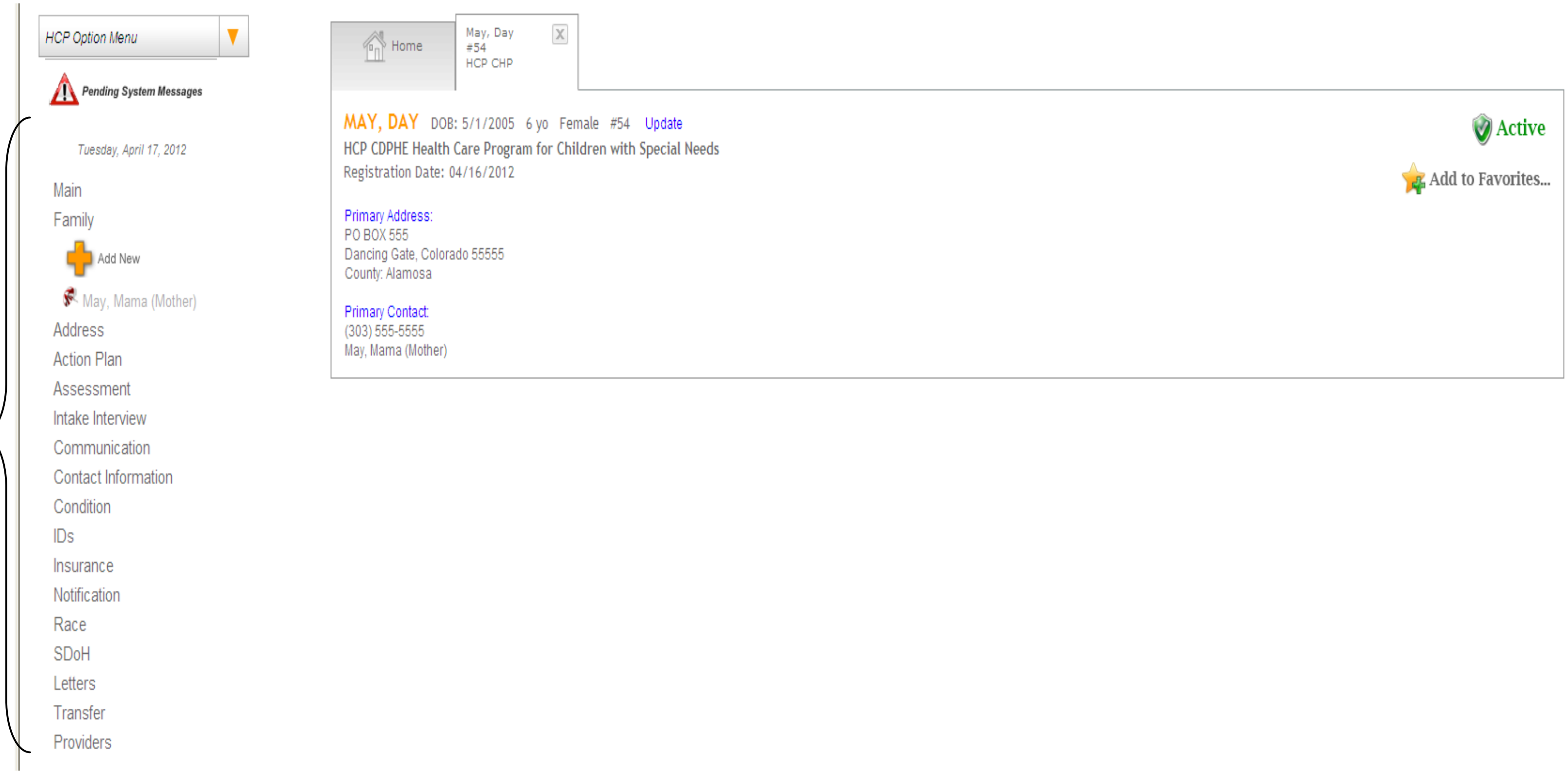
Close All Tabs

The **Close All Tabs** option provides you with a way to close all client tabs simultaneously.

HCP Option Menu or "Tree"

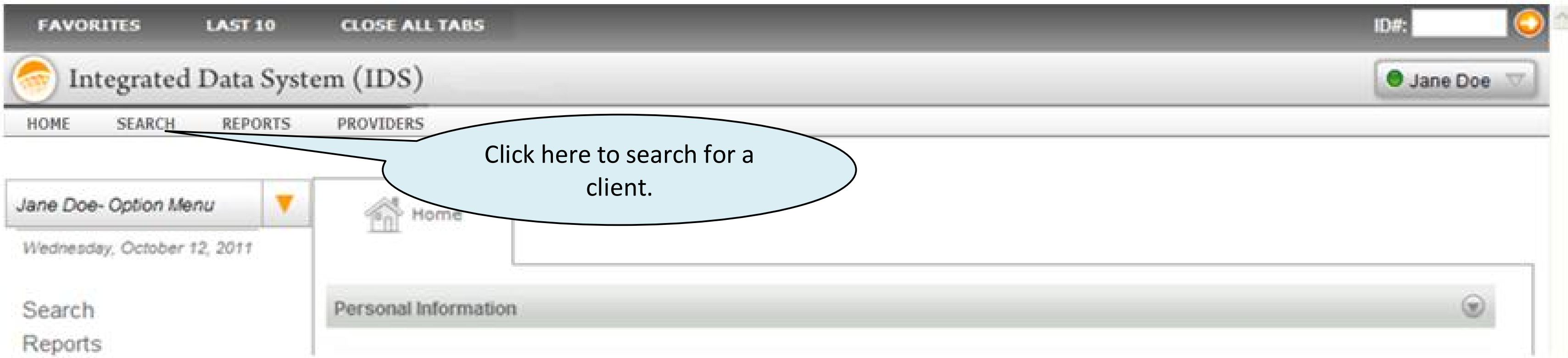
We call the list of screens in the data system the ***HCP Option Menu*** or "Tree." You may click on any of the items in the "Tree" to add or modify information.

The ***HCP Option Menu*** or ***"Tree."***



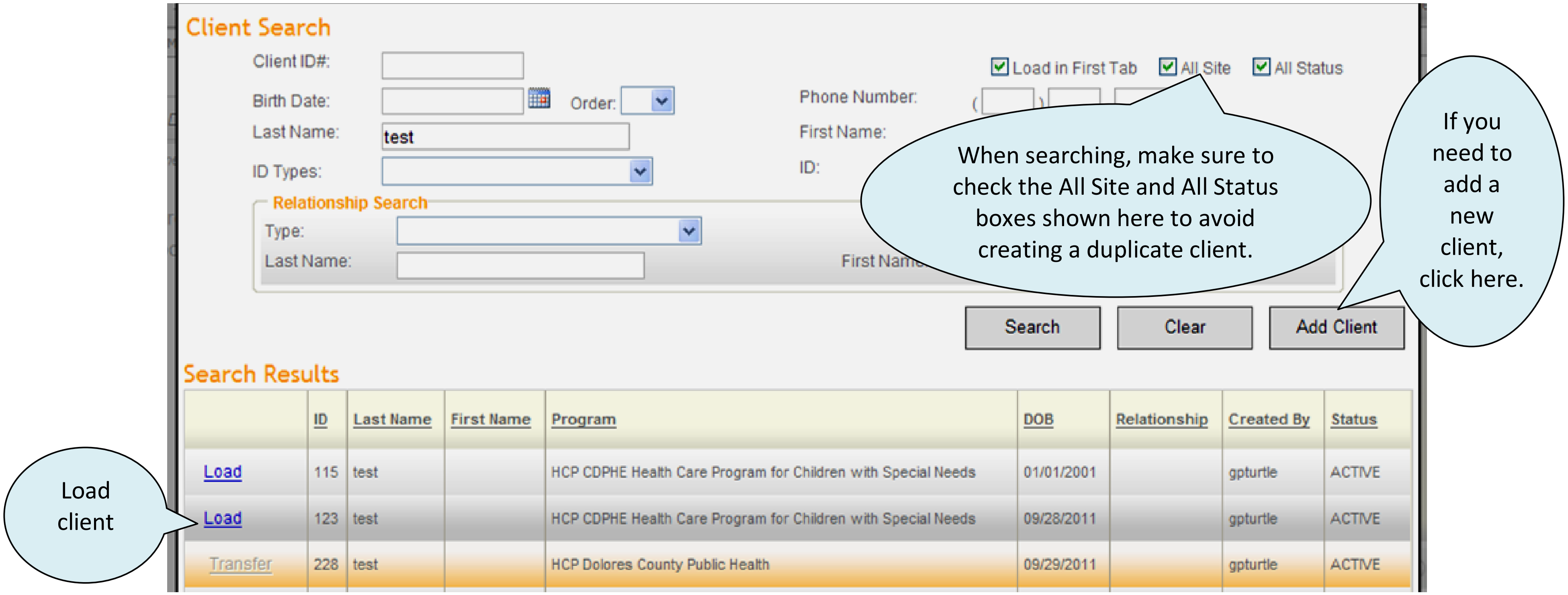
Registering a Client

When you want to register a new client, first click on the **Search** tab to search the database for the child.



Begin by typing a client's name and personal information into the fields on this screen to search.

If you want the client to be placed in the first tab position on the screen, also click the **Load in First Tab** spot. Then type some criteria into at least one box to make sure that the client is not already registered in the *CYSHCN Data System*. In the example below, we searched for a client with last name "Test." Three clients with that name appeared at the bottom of the screen.



If your new client is **<u>not</u>** one of those on the list under Search Results, select **Add Client** to create a new child's file. If your client **does appear** as a client in your site, click on **<u>Load</u>** to the left of her/his client ID.

HINT: If your client **<u>does appear</u>** but in another HCP site, you will need to request that the existing site transfer the client to your site in the data system.

New Client Registration

To register a new client, use the tab key and your mouse to navigate through the four steps demonstrated on the next few pages. We call the process of entering a new client a "Wizard". No data is saved into the data system until you have gone through the "Wizard" and clicked on **Finish** after Step 4.

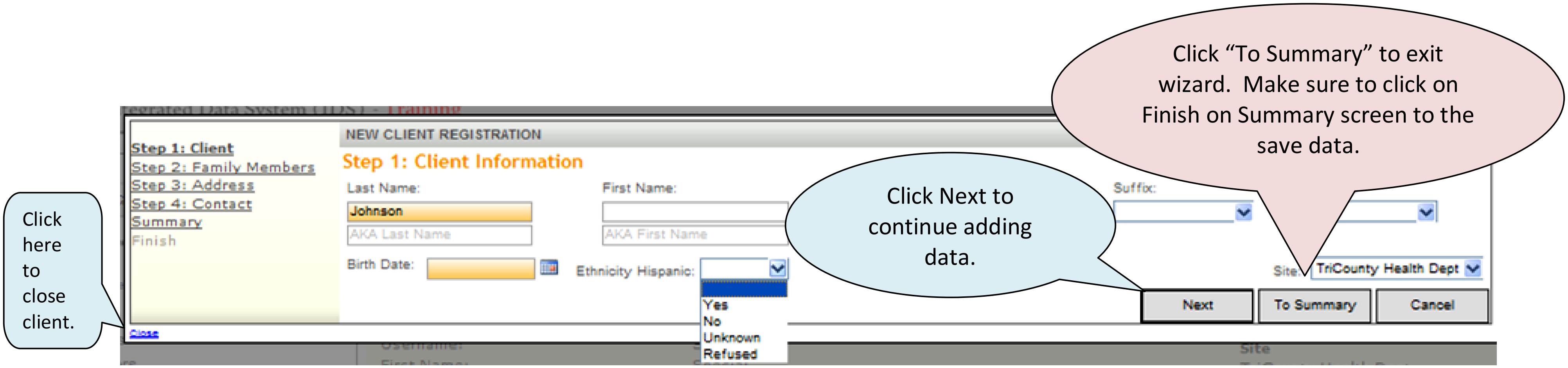
HINT: Once record saved, Registration Date will add to the client under Name, Date of Birth, and Regional Office. This also appears as the Date Created in the detail section when you click the Update link button.

Step 1: **Client Information**

When you want to add a new client after searching, you will see that the criteria you typed into the search screen are already recorded in the client information screen.

HINT: You can edit the pre-populated data here or click **close** in the bottom left corner to close the screen without saving any information.

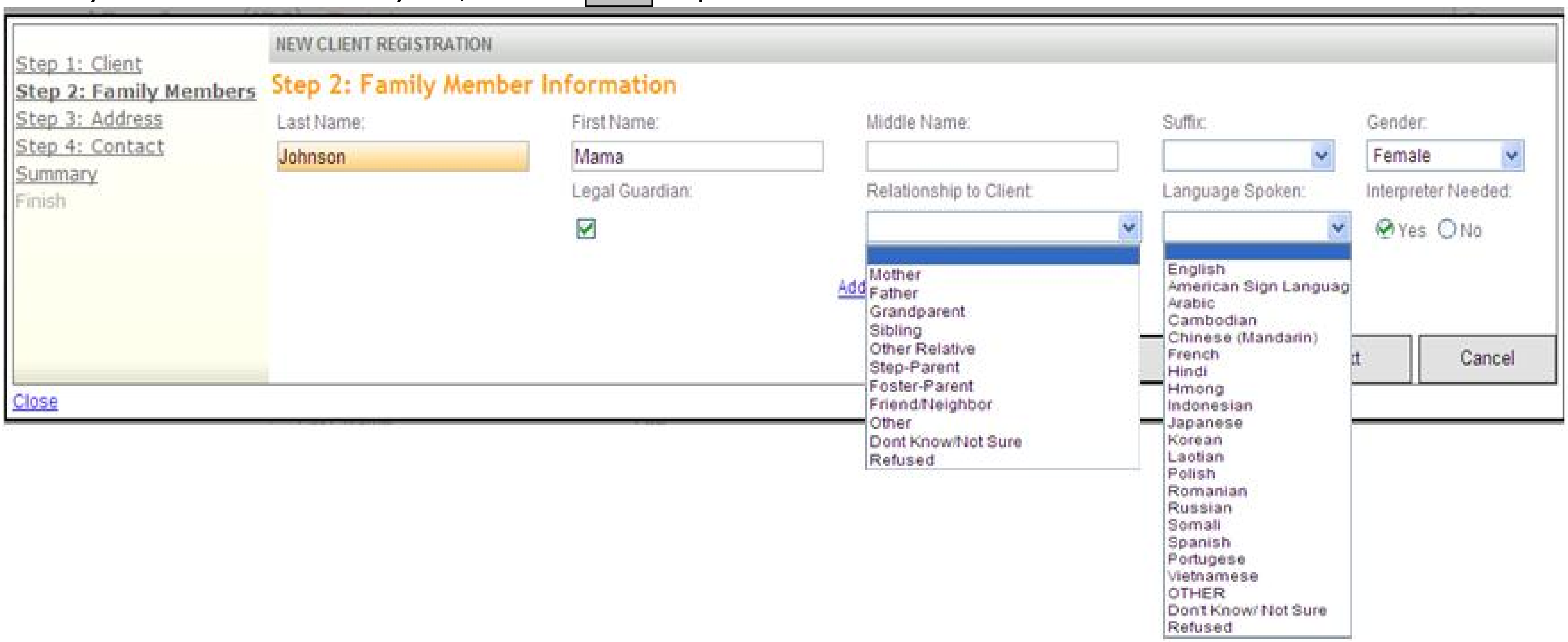
To proceed with registration, fill out all of the other fields for which you have the information. The more data you input, the easier it is to ensure a unique client record.



To continue adding data about the client using the “Wizard”, select Next to move to the ***Family Members*** screen. If you plan to add the rest of the data later, you can exit the wizard. However, to save the client information, you must select To Summary and select ***Finish*** on the Summary screen. Failure to select Finish will delete all the data you entered after moving from the Search screen. (Please see page 43 for further instructions.)

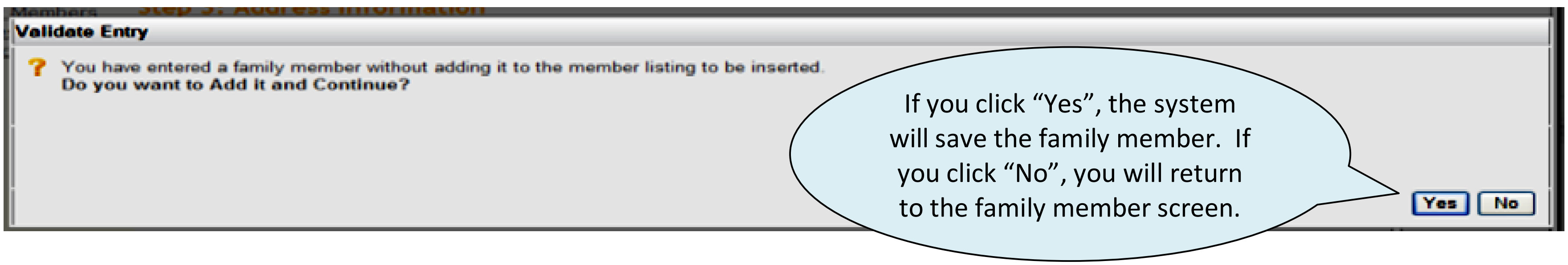
Step 2: Family Members

Enter the client's family members in this screen. Fill in as many fields as you can and click on Add Family Member to save. Continue to add as many family members as you wish by clicking Add Family Member to save each entry. When you have entered everyone, click on **Next** to proceed to the next screen.

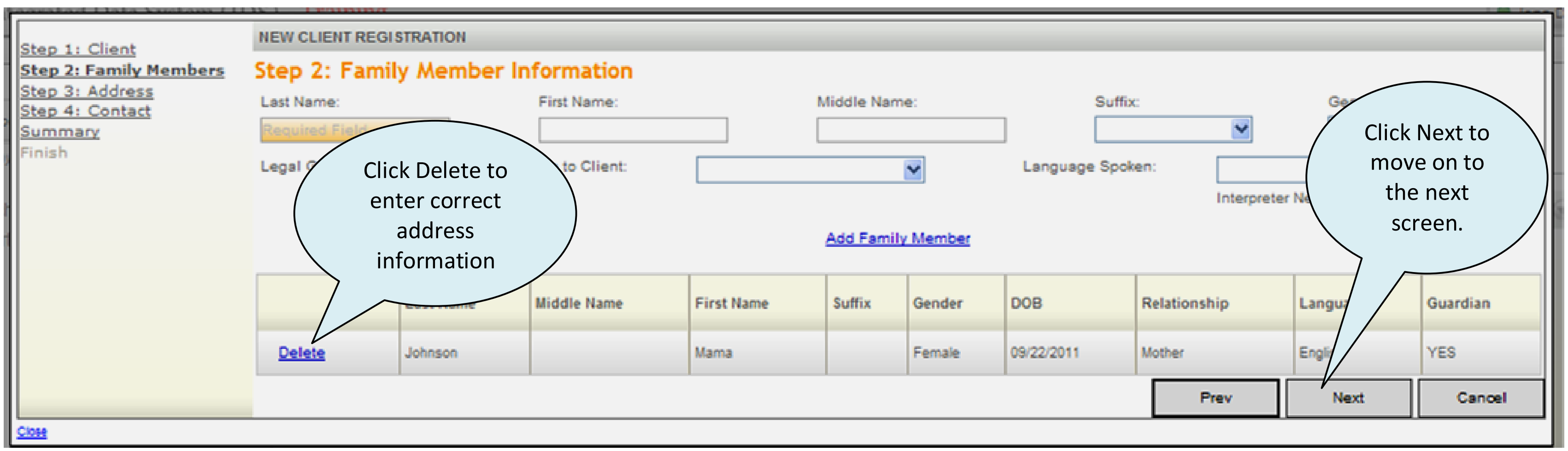


Select a response from the drop down lists identifying the client family member is for Gender, Relationship to Client, and Language Spoken. Check off next to legal guardian and interpreter needed accordingly. It is optional to fill a middle name and (or) suffix.

Note: If you accidentally click **Next**, instead of Add Family Member, the system will ask you to validate the entry as shown in the next screen print. Select **Yes** to save. Click **No** if you do **not** want to add another family member.

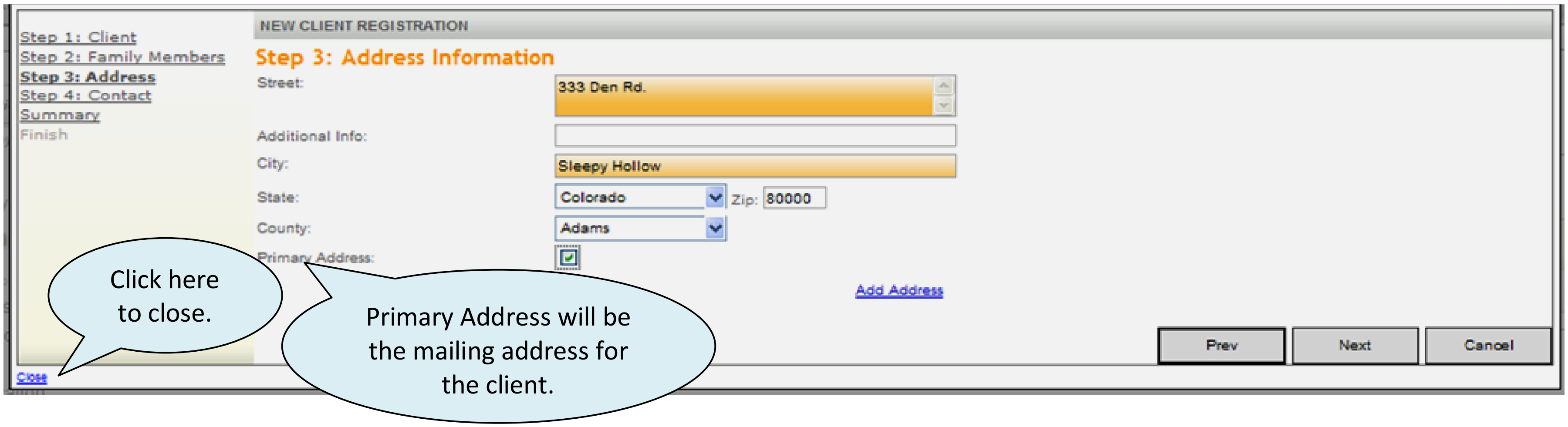


The data system will return you to the ***Family Member Information*** screen showing the family member(s) you have entered. If you have made a mistake while entering the data, select **Delete** to return to the information screen and enter the correct information.



When you have finished adding family members, click on **Next** to move on to **Step 3, Address**.

Step 3: Address

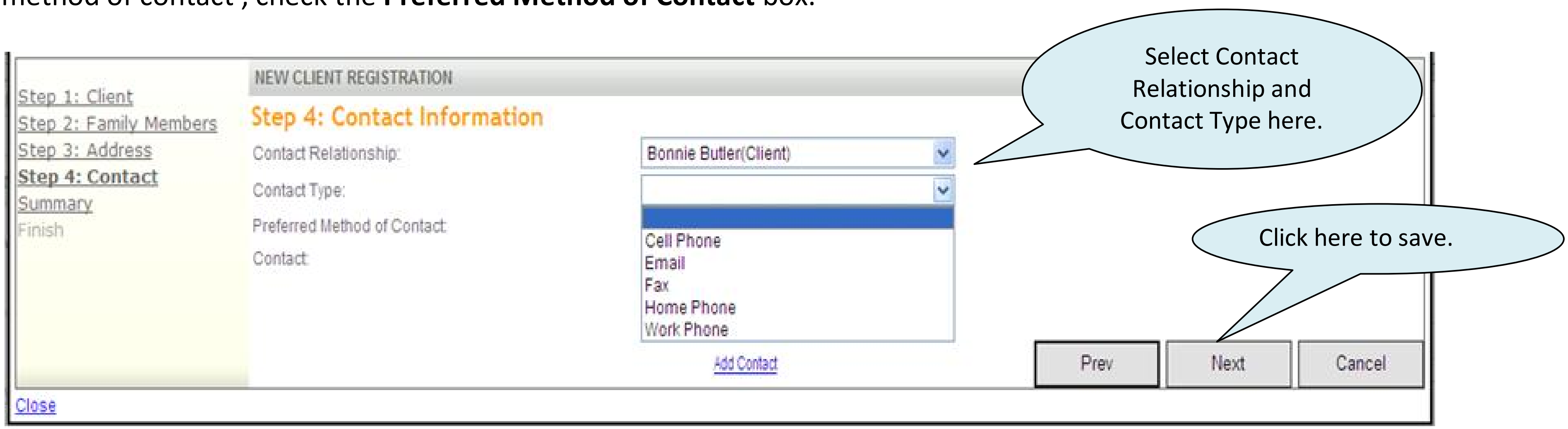


Enter address information and click **Add Address** to save. You can keep adding addresses, such as a PO Box, by repeating these steps. When you are ready to move to the next screen, click on **Next** to move to the next step of registration, **Contact Information.**

Note: Clicking on **Close** or **Cancel** will delete all the data you entered in the **Address** screen. Checking the primary address box will be the client's mailing address for correspondence.

Step 4: Contact Information

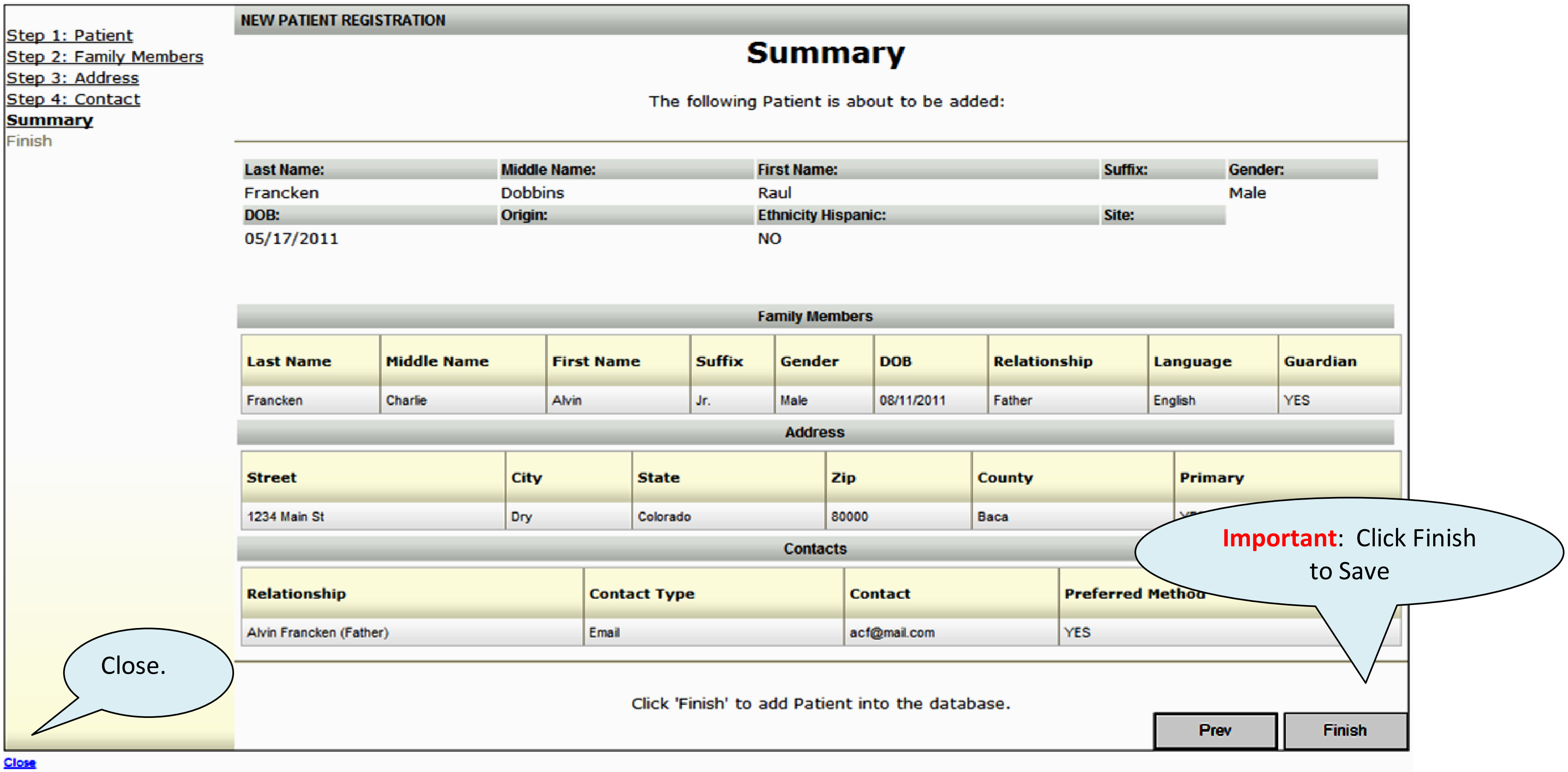
To add contact information for the client's family, select the family member/caregiver whose information you are documenting from the drop down list. You can only enter contact information for people whom you have entered as family members. Also select the **Contact Type** from the drop down list and enter the contact information (i.e. cell phone number, email address, etc). If the contact person has a preference for preferred method of contact , check the **Preferred Method of Contact** box.



Click **Add Contact** to save. You can keep adding contacts, such as a telephone number by repeating these steps. Press **Next** when you are ready to move on to the next step.

Summary

Before adding this client, review all the information you have entered on the Summary screen. If you need to make edits, click on **Prev** (previous) button to return to the data entry screen which contains the data you must correct. When you have made all your edits, click through the screens by clicking on **Next** until you return to the Summary.


NEW PATIENT REGISTRATION

Step 1: Patient
Step 2: Family Members
Step 3: Address
Step 4: Contact
Summary
Finish

Summary

The following Patient is about to be added:

Last Name:	Middle Name:	First Name:	Suffix:	Gender:
Francken	Dobbins	Raul		Male
DOB:	**Origin:**	**Ethnicity Hispanic:**	**Site:**	
05/17/2011		NO		

Family Members

Last Name	Middle Name	First Name	Suffix	Gender	DOB	Relationship	Language	Guardian
Francken	Charlie	Alvin	Jr.	Male	08/11/2011	Father	English	YES

Address

Street	City	State	Zip	County	Primary
1234 Main St	Dry	Colorado	80000	Baca	

Contacts

Relationship	Contact Type	Contact	Preferred Method
Alvin Francken (Father)	Email	acf@mail.com	YES

Click 'Finish' to add Patient into the database.

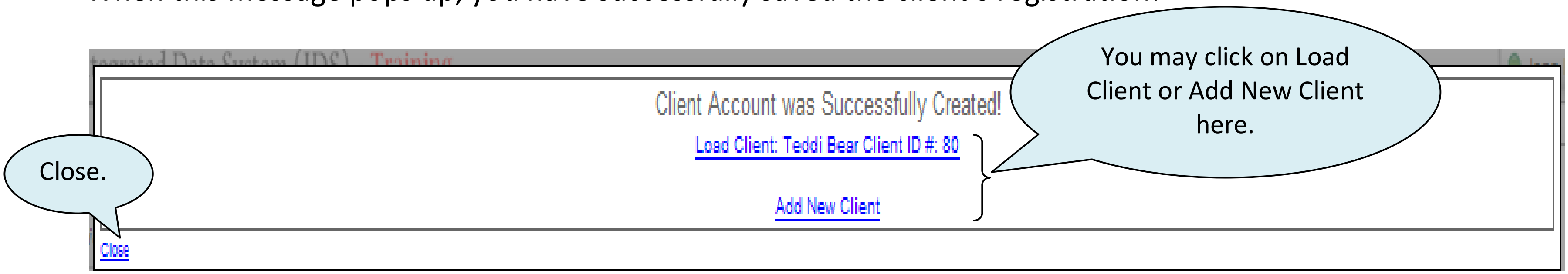
Prev Finish

Close

HINT: To save the data, you must click **Next** to return to the Summary page and then click **Finish**.

Hitting **Close** or **Cancel** will delete all the data you entered for this client's registration before completing these steps.

When this message pops up, you have successfully saved the client's registration!



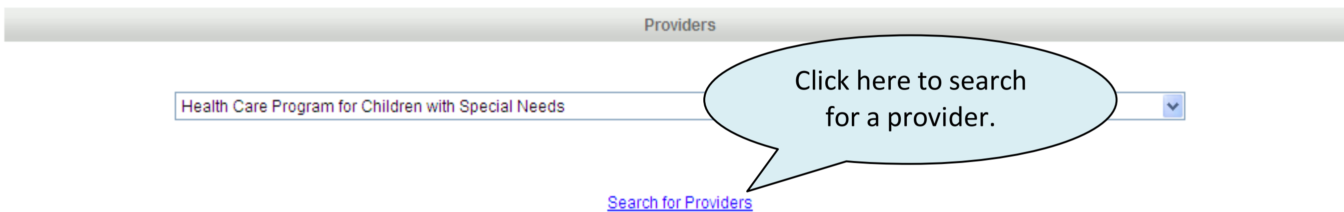
To continue working on this client, click on **Load Client**.

Entering a Care Coordinator (Two-Step Process)

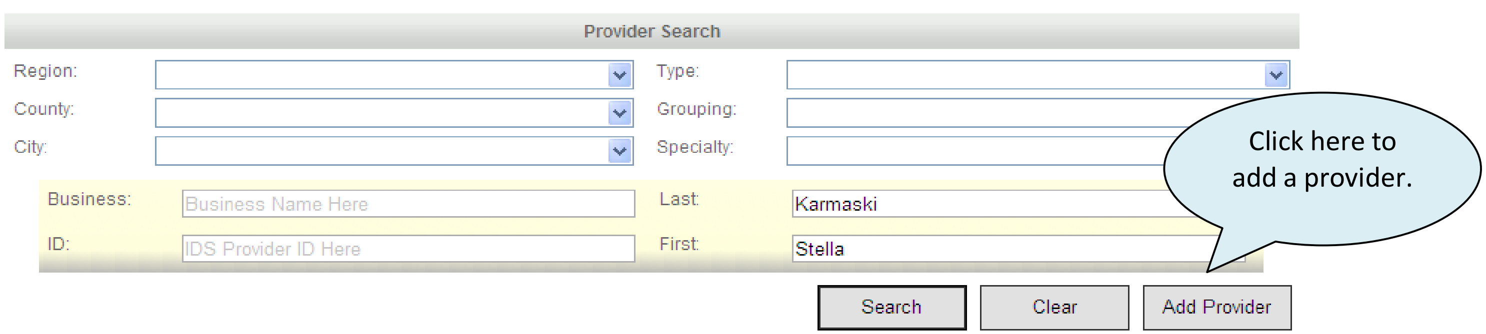
You can assign an HCP Care Coordinator to each client by using the “Provider” section located in the “Tree”. If multiple care coordinator names have been entered, a history will be saved and available to the data system users. Once the care coordinator’s name is entered into the *CYSHCN Data System*, you will be able to search for and find them using the Provider menu button.

Step One: Ensure a Care Coordinator is in the Provider Section of the CYSHCN Data System

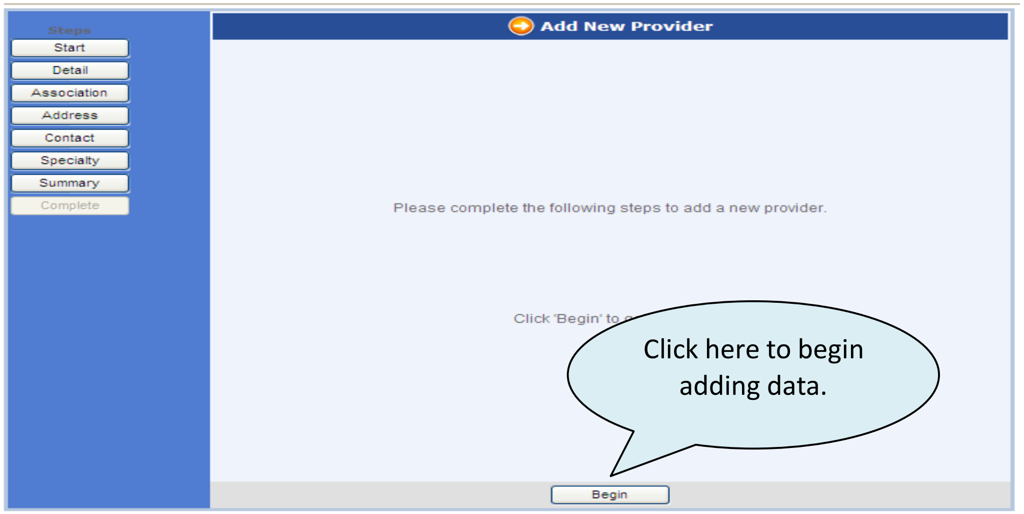
(1) Click **Providers** from Toolbar along the top
(2) Click **Search for Providers**



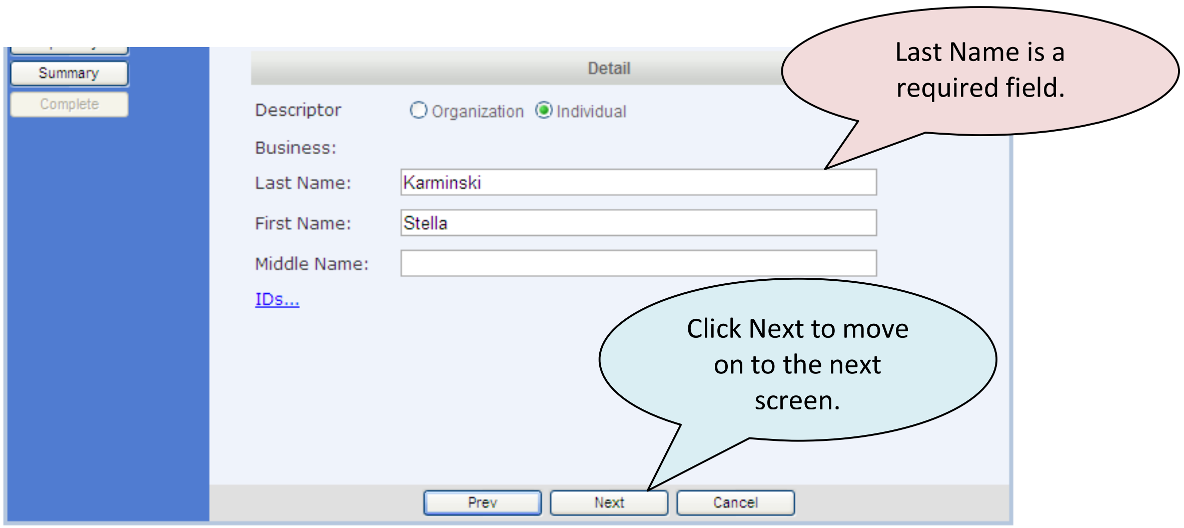
(3) Enter minimal search criteria (first and last name), and then click **Search**
(4) If you cannot locate the Care Coordinator’s name, then click **Add Provider**



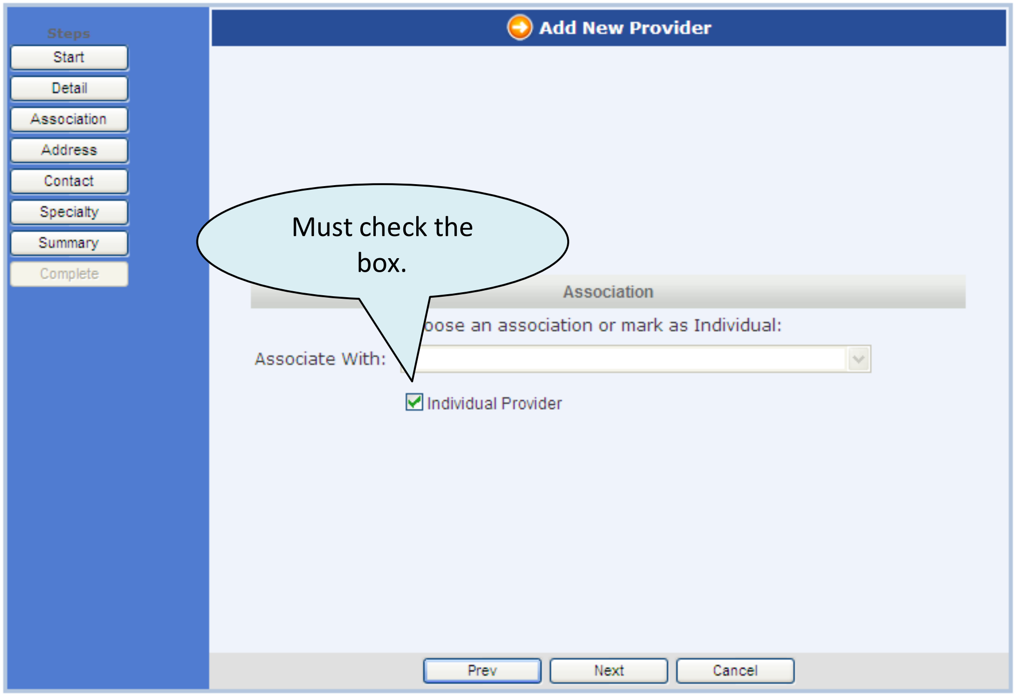
(5) Then click **Begin** to start the Provider Wizard



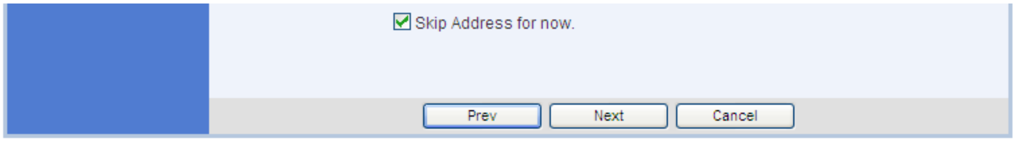
(6) Click on the **Individual** radio button and enter HCP Care Coordinator's **Last Name** and **First Name**. Ignore the Business and Middle Name fields. Then click **Next**



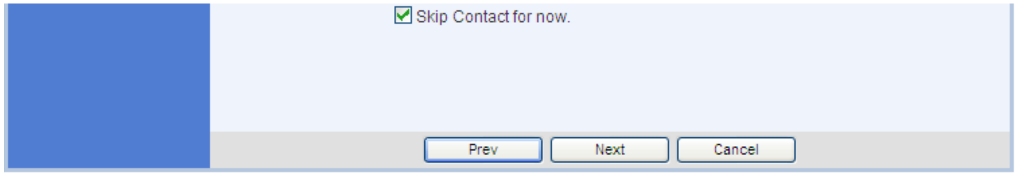
(7) Click the **Individual Provider** box. **Ignore the Associate With** field. Then click **Next**



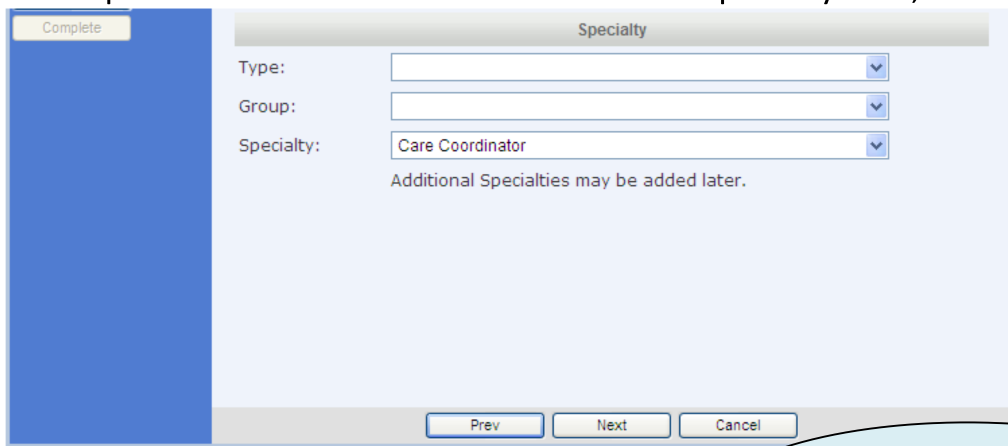
(8) Click **Skip Address for now**, and then click **Next**



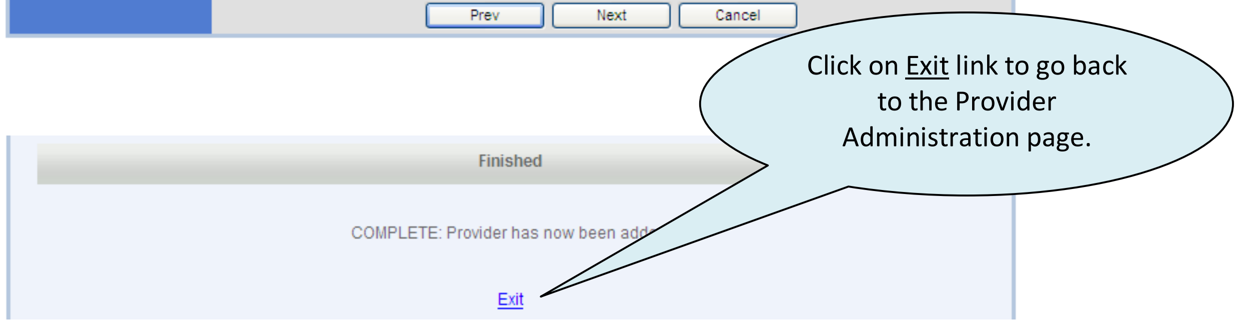
(9) Click **Skip Contact for now**, and then **Next**



(10**) Ignore** the Type and Group fields. Select **Care Coordinator** in the Specialty field, and then click **Next**



(11) Click **Finish**
(12) Click **Exit**

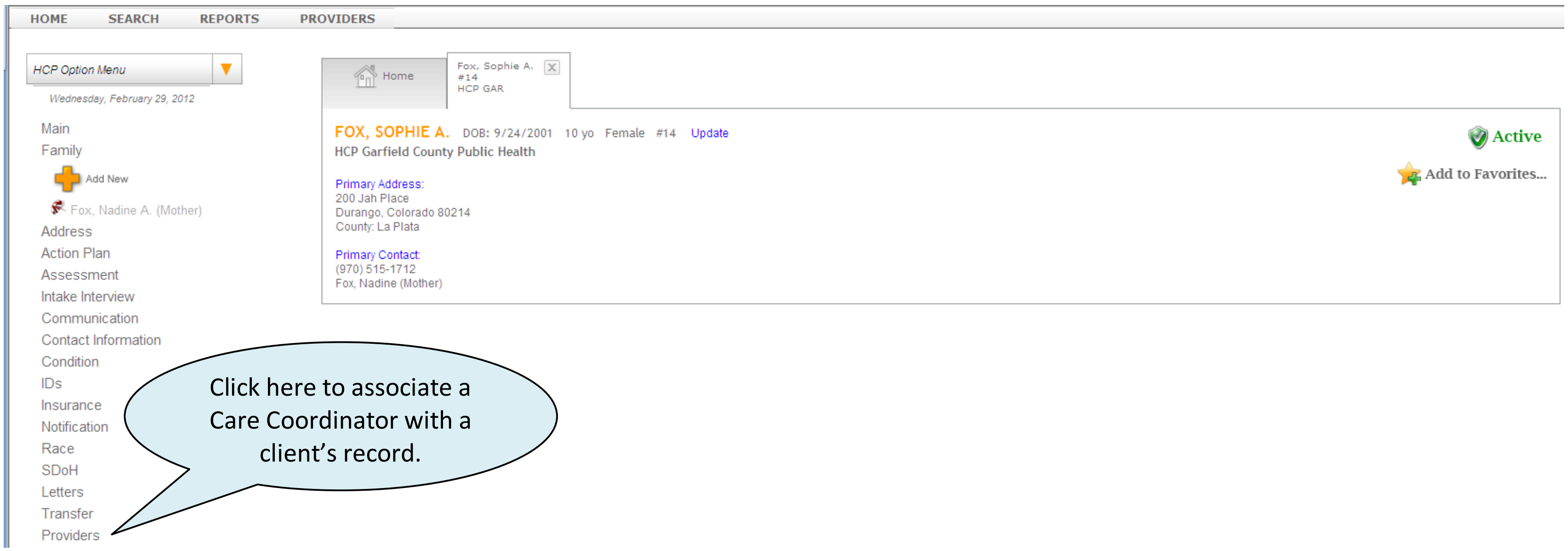


When "COMPLETE" message appears, you have successfully saved the HCP Care Coordinator's name on the client's record.

Step Two: Associate an HCP Care Coordinator with a client's record

(1) Load a client's record into one of the five tabs

(2) Click **Providers** in the Tree at the left.



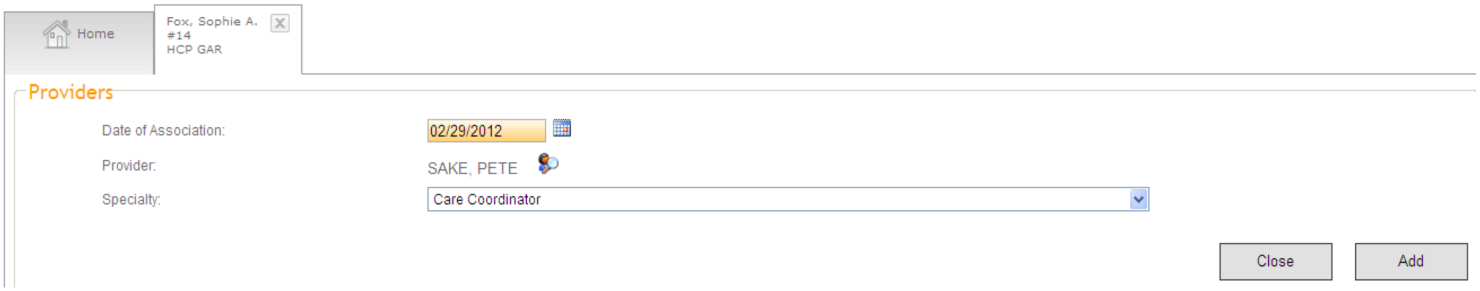
(3) Click **Add New**

(4) Enter the **Date of Association**

(5) Click the **Find a Provider** image button.

(6) Search for the Care Coordinator's name and **Select** from the grid of results

(7) With Care Coordinator's name selected as Specialty, click **Add**

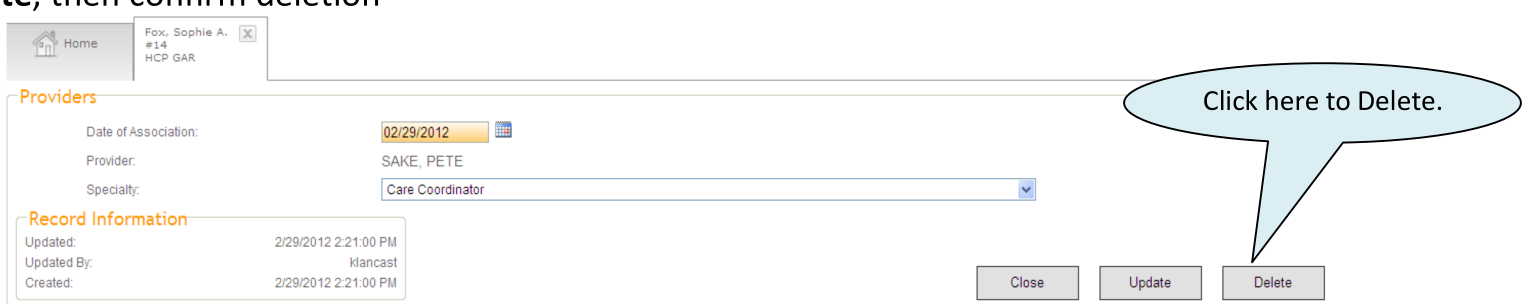


Edit an existing Care Coordinator Association

(1) Load a client's record into one of the five tabs
(2) Click **Providers** in the tree on the left
(3) Click **View**
(4) Enter a different **Date of Association**, then click **Update**

Delete an existing HCP Care Coordinator

(1) Load a client's record into one of the five tabs
(2) Click **Providers** in the tree on the left
(3) Click **View**
(4) Click **Delete**, then confirm deletion



HCP Intake Interview

You will need to enter **all** the information from the Intake Interview into the data system. To begin, select **Intake Interview** from the HCP Option Menu or Tree. Begin to enter the data from the Intake Interview.

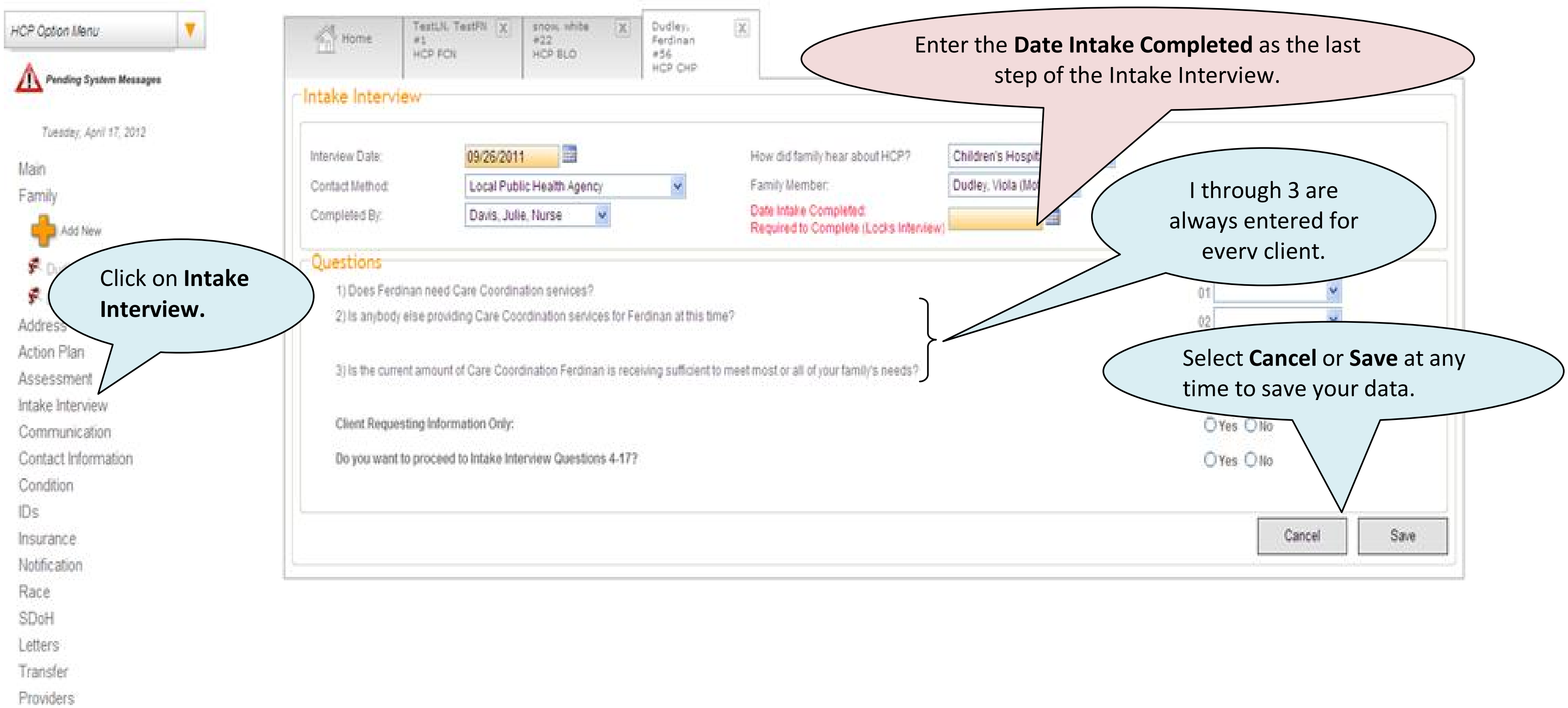
You may exit the Intake Interview at any time by either clicking on **Cancel** or by clicking on one of the boxes on the upper left of the screen. **Either step will save the data you have entered.** You may save your data at any time by clicking **Save**.

IMPORTANT: DO NOT FORGET TO enter the Date Intake Completed *after* you have entered all the data from the Intake Interview!

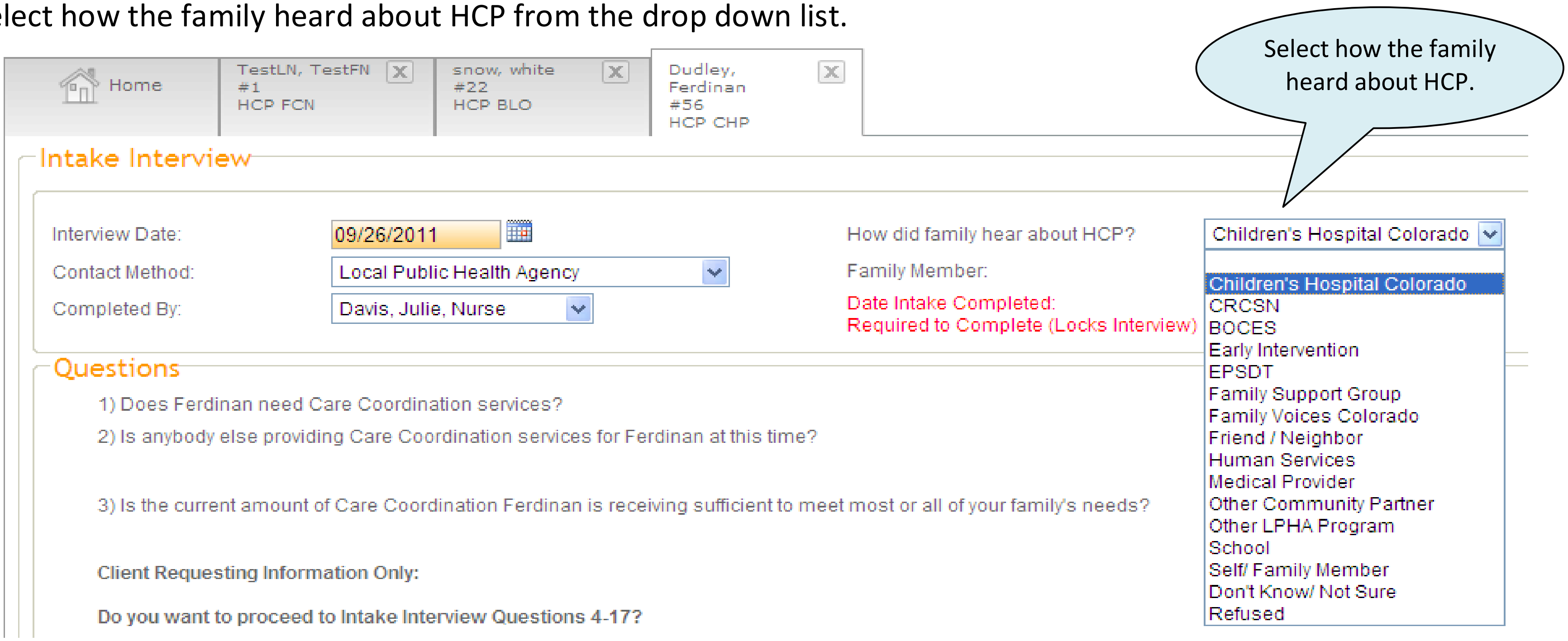
HINT: **When you ENTER the Date Intake Completed, the system will lock the form. You will no longer be able to edit your input.**

First start by entering interview date and choose a contact method from the drop down list (the location or method of your contact with client). Next, enter your name in the “Completed By” field and select from the drop down lists for both “How did family hear about HCP?” and “Family Member”.

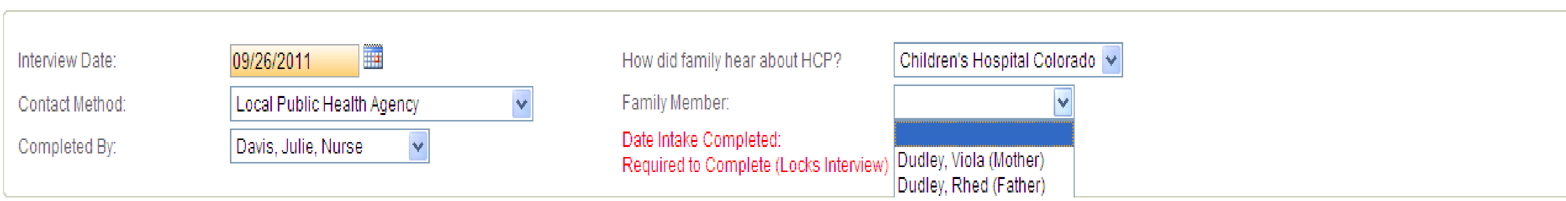
Input all listed criteria except Date Intake Completed.



Select how the family heard about HCP from the drop down list.

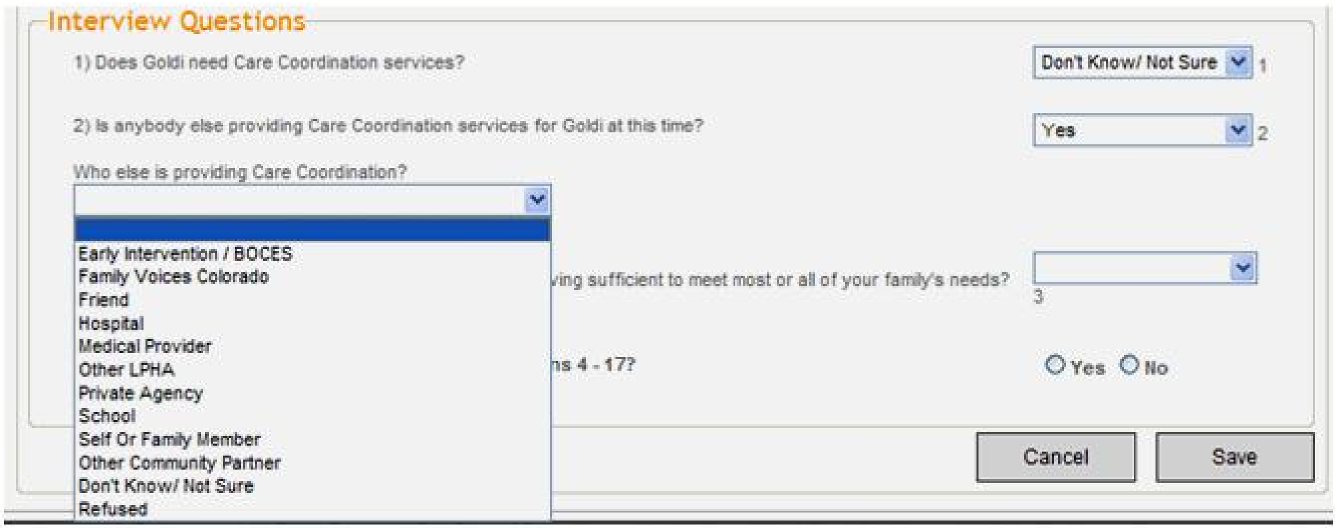


Select the family member asking for the information from the list of family members.

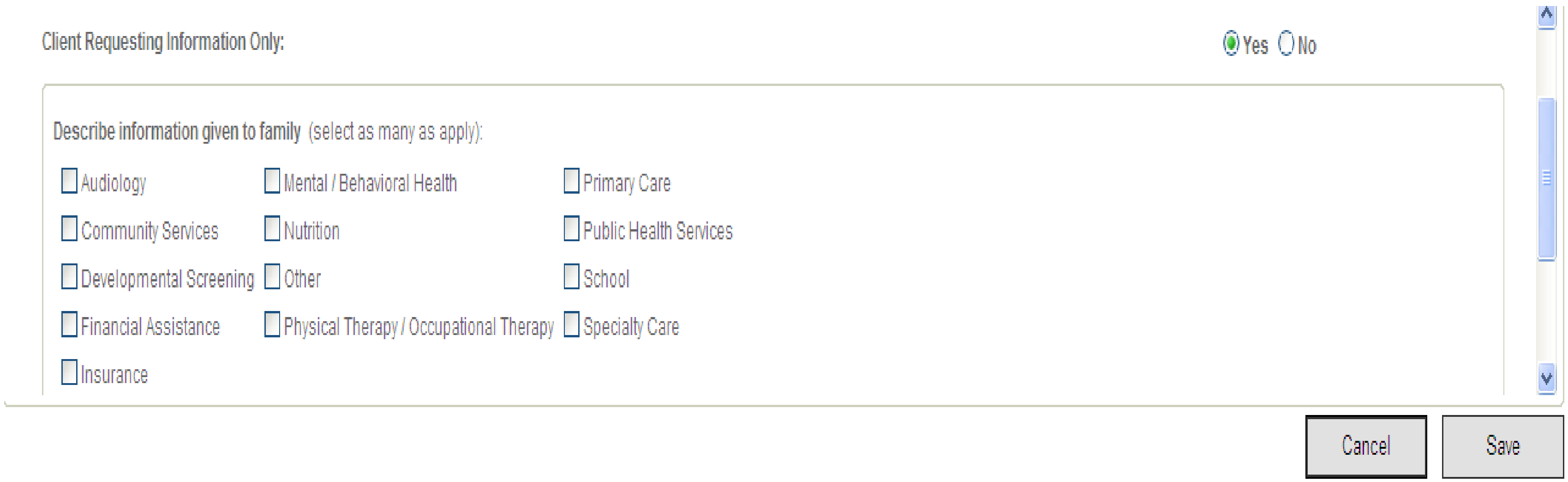


Proceed to enter **Interview Questions** 1 through 3. **Interview Questions** 1 through 3 are always entered for every client

If you mark "Yes" to Question 2, you will be asked to select "Who else is providing Care Coordination?" from a drop-down menu. If you mark "No" to Question 2, Question number 3 will **not** appear.



Once you have completed **Interview Questions** 1 through 3, and select "**Yes**" or "**No**" for "**Client Requesting Information Only**".

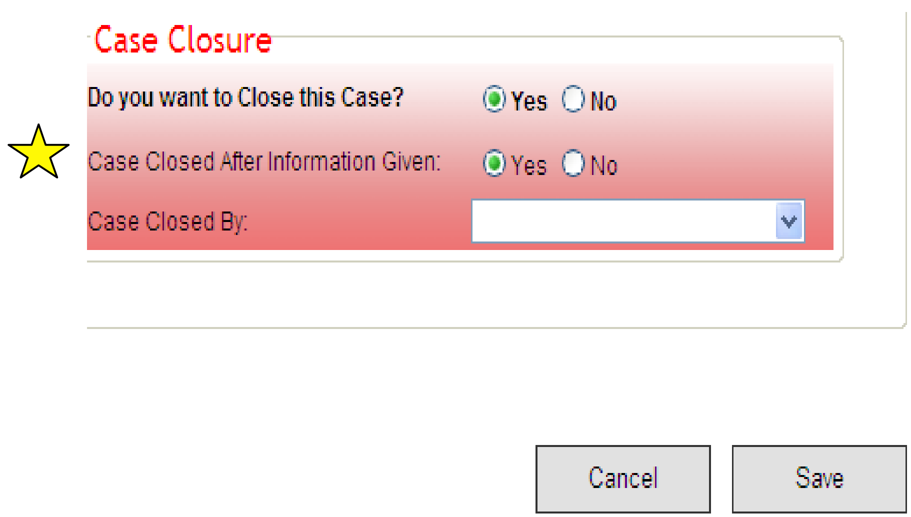


If the client is requesting "**Information Only**", click "Yes". Upon clicking "Yes," a list of HCP resources pops up. Mark all of the appropriate boxes and select the staff person from the drop down list who is providing the information.

If you mark "**No**" to the question "**Client Requesting Information Only"**, HCP resources window will **not** appear. Then proceed to answer "**Do you want to proceed to Intake Interview Questions 4 – 17**?" with **Yes** or **No**.
If the family appears interested in continuing with the Interview Questions, or if you need to collect more data, click on "**Yes"**.

If the family is not interested in continuing, click on “**No”.** A pop-up will appear that asks “**Do you want to Close this Case”.** Choose “**Yes**” or “**No**”

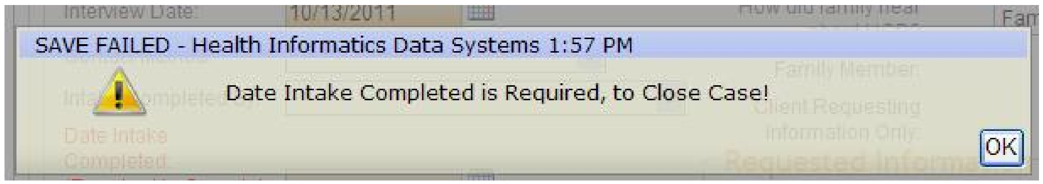
If you mark “**Yes”**, the pop-up box will expand and you will answer 2 more questions



Then, click on Save

HINT: You must click on **Save** before exiting the system, otherwise your entries will be lost.

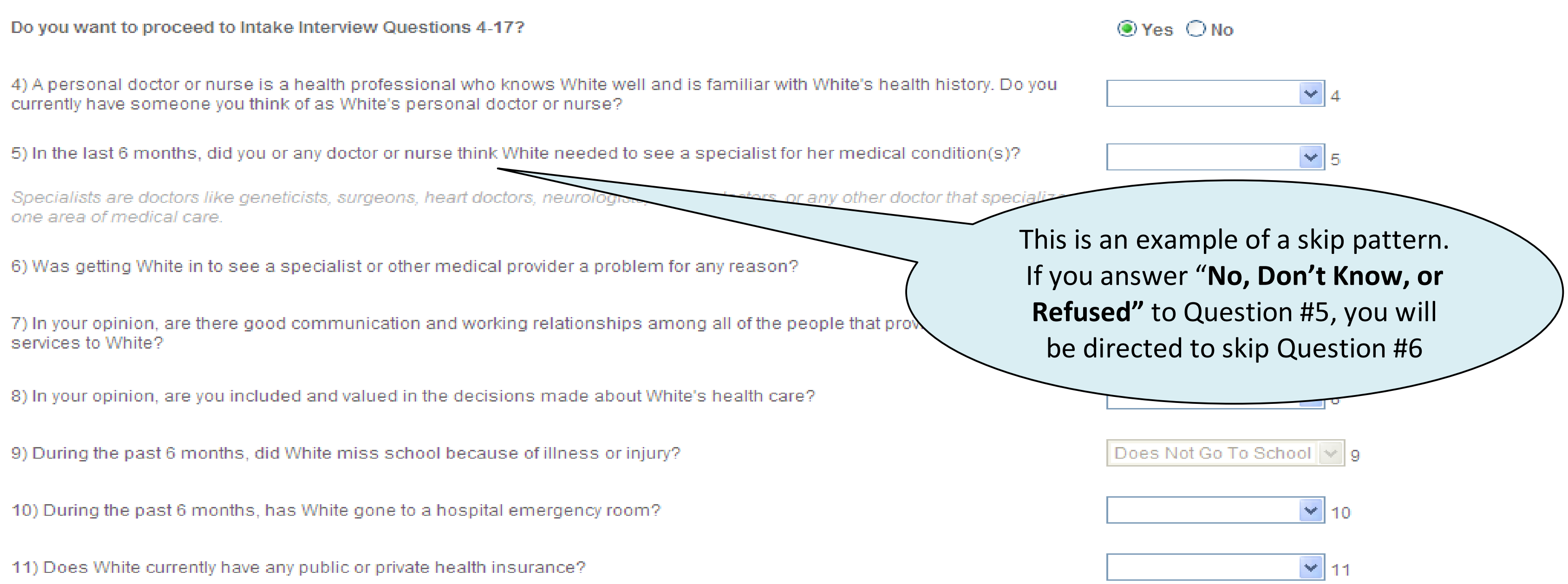
After you click **Save,** if the **Date Intake Completed** field is **not** entered, you will see an error message:



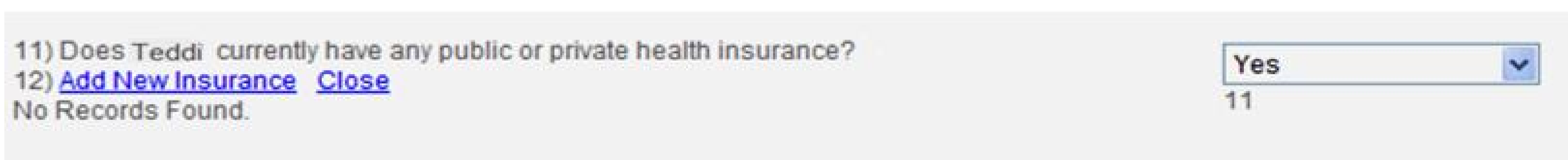
Click Ok, and then the system will take you back to the Intake Interview screen where you can enter the completed date. When all the required data has been entered, you will be able to save the file.

If you choose "**Yes**" to the question "**Do you want to proceed to Intake Interview Questions 4 – 17?"**, you may proceed to answer the rest of the questions.
HINT: The response options on the **Intake Interview** follow a skip pattern. Depending on the respondent's response, you will be directed to the appropriate next data entry field.

HINT: If you answer "**Yes**" to questions 9, 10 or 11, further clarifying questions will appear.



If you answer "**Yes**" to question 11, "Does client currently have any public or private health insurance?" Click on "Add New Insurance" for Question 12. Please select the type of insurance from a drop-down list.

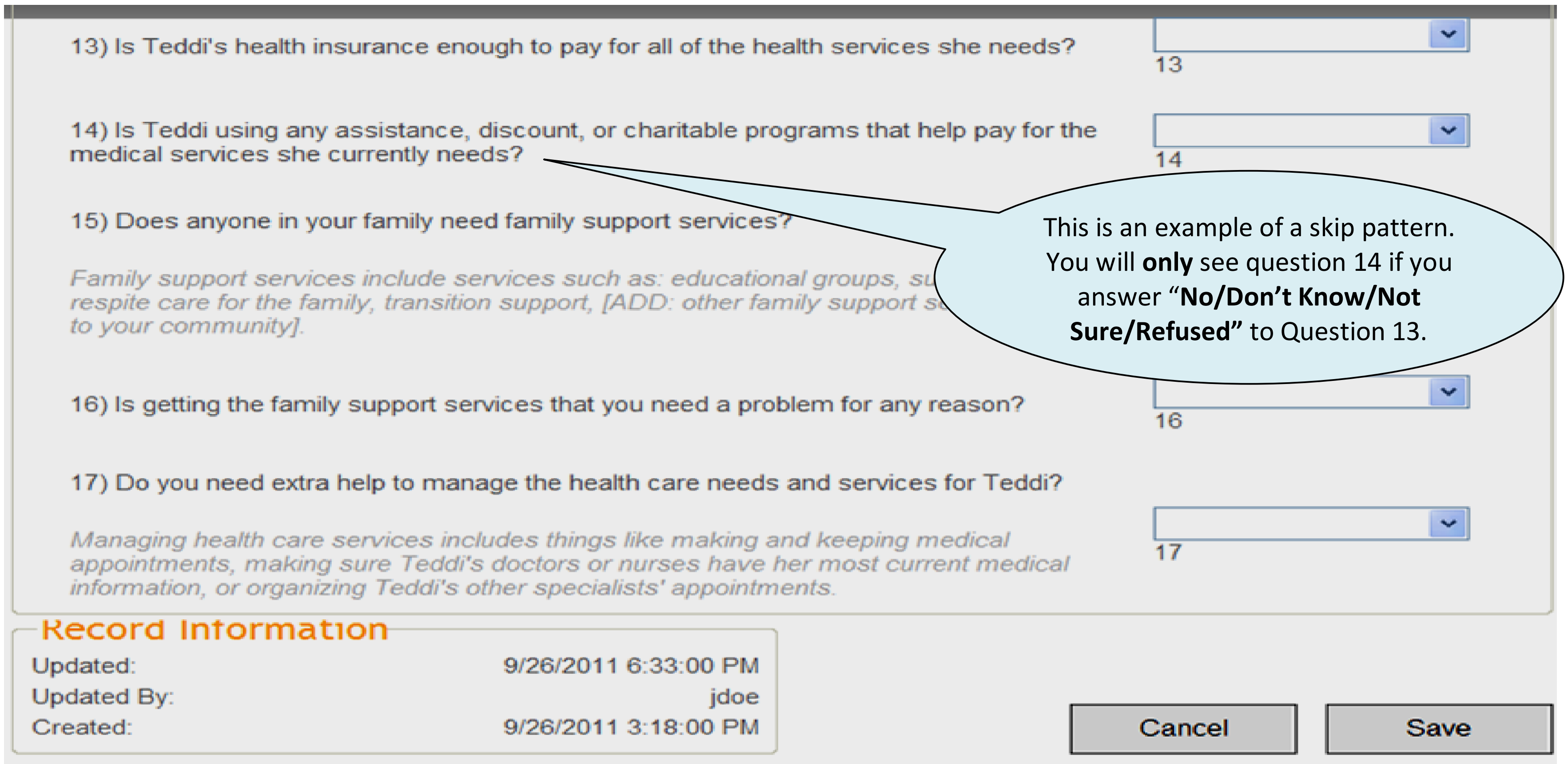


If you enter “Medicaid”, please select the type of Medicaid from **Sub Type** drop-down list.

HINT: You may also enter and view the client’s insurance types by selecting “**Insurance”** on the “Tree”. The system will keep a list of all the insurance types entered, with the most recent showing at the top of the listings.

12) Add New Insurance Close

Type	Date_Updated	Updated_By
Medicaid - SSI	02/07/2012	jdoe
Tricare	02/07/2012	jdoe
Private Insurance	02/07/2012	jdoe
CHP+	02/07/2012	jdoe

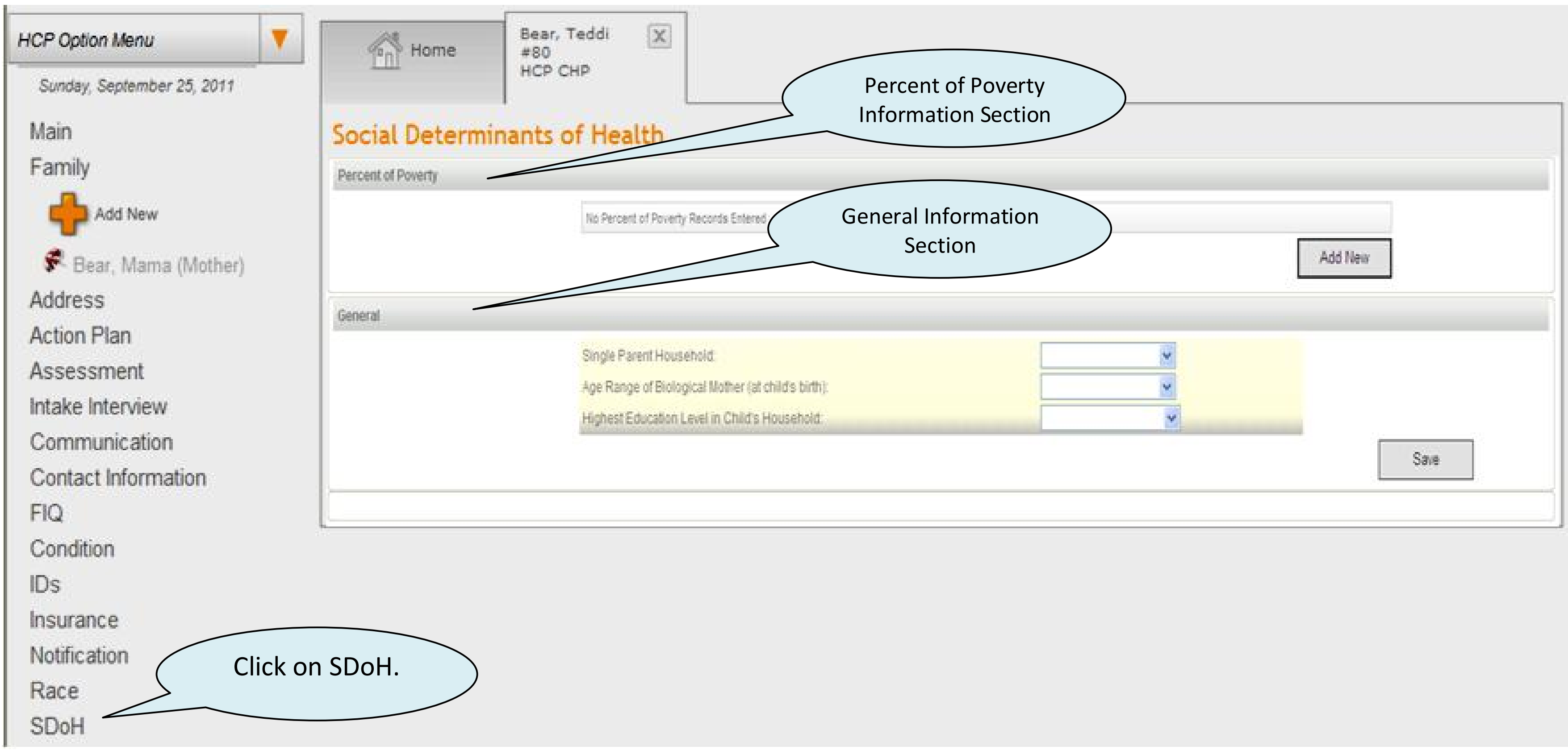


HINT: If you click on **Save** before all the questions have been answered, you may save the record and come back later to complete it. If you click on **Cancel**, you can escape the Interview without saving the information.

IMPORTANT: When you are completely finished entering the data from the Intake Interview, **enter "Date Intake Completed"** located in the Interview Question section.

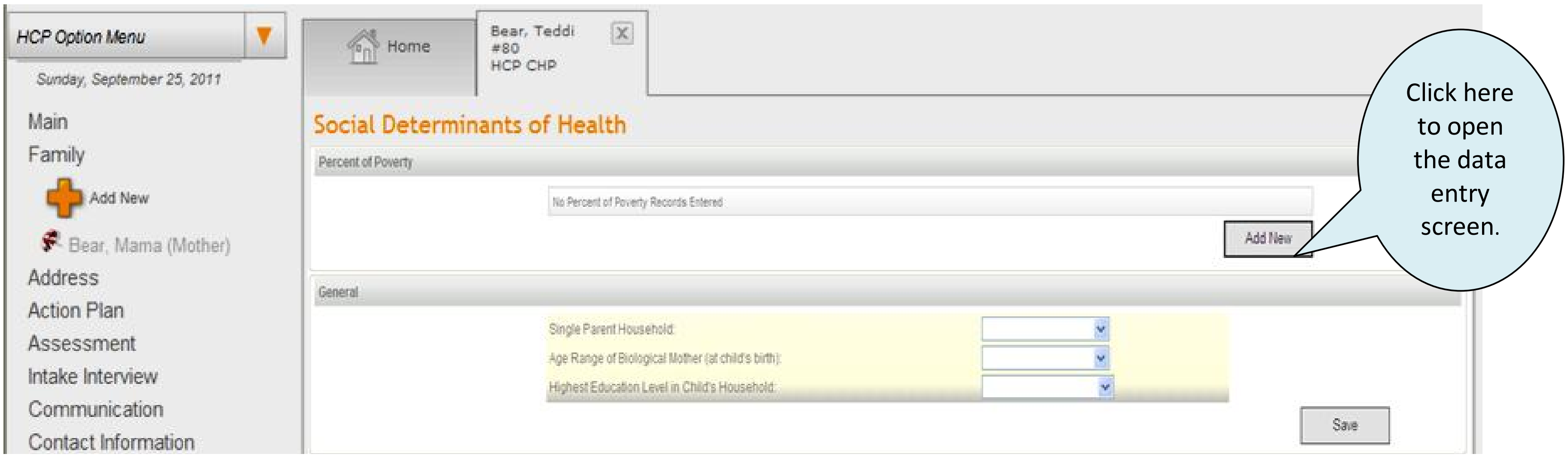
Social Determinants of Health (SDoH)

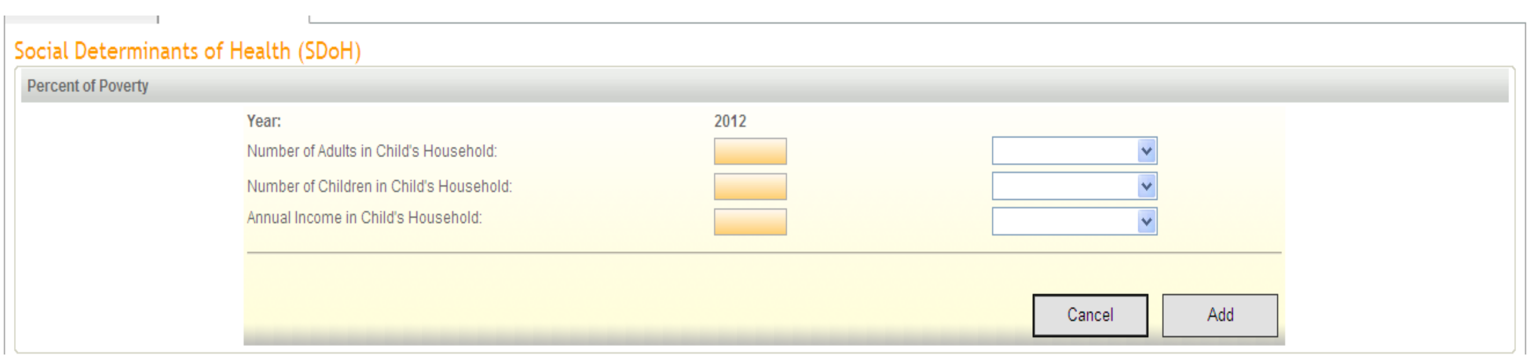
Social Determinants of Health (SDoH) impact Health outcomes for children and youth with special health care needs. Therefore, it's important that you capture basic information about your clients. To input the data, click on **SDoH** in the "Tree" to access the screen.

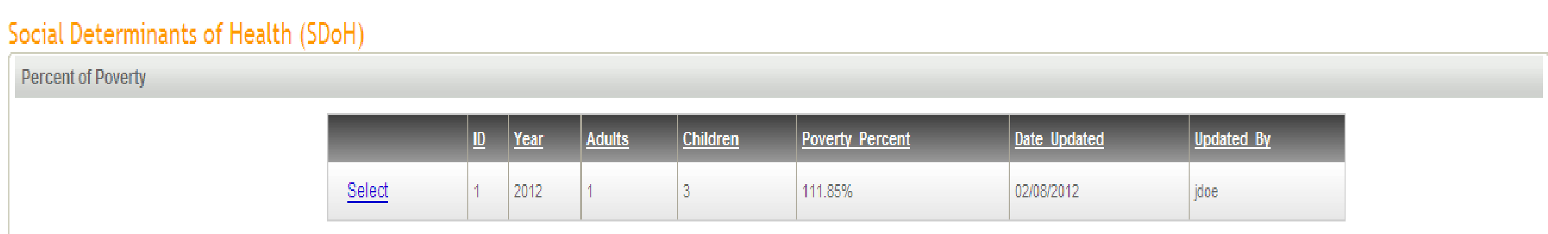


Percent of Poverty

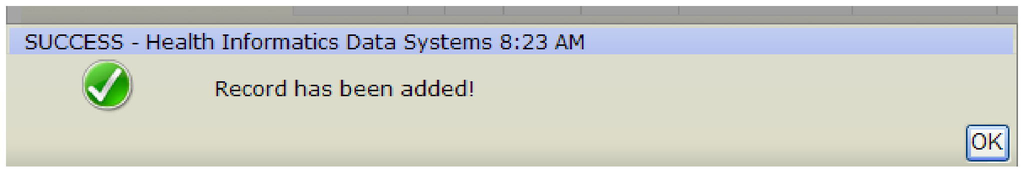
In the **Social Determinants of Health**, click on Add New to enter the Percent of Poverty data for the current year. You will enter data into the three orange highlighted fields. If numeric entries are unknown, you may select either "**Don't Know/ Not Sure or Refused**". The percent of poverty will not be calculated in that case. After you enter the data, click on Add to save.





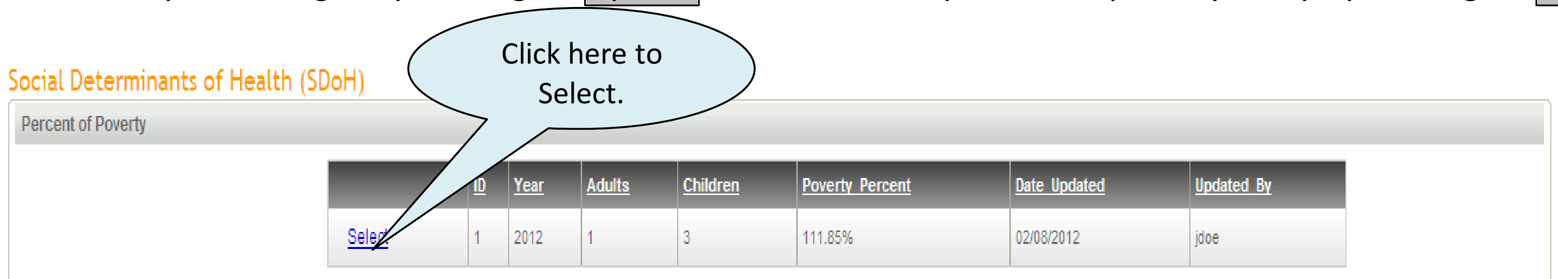


You will receive a message that the record has been added.

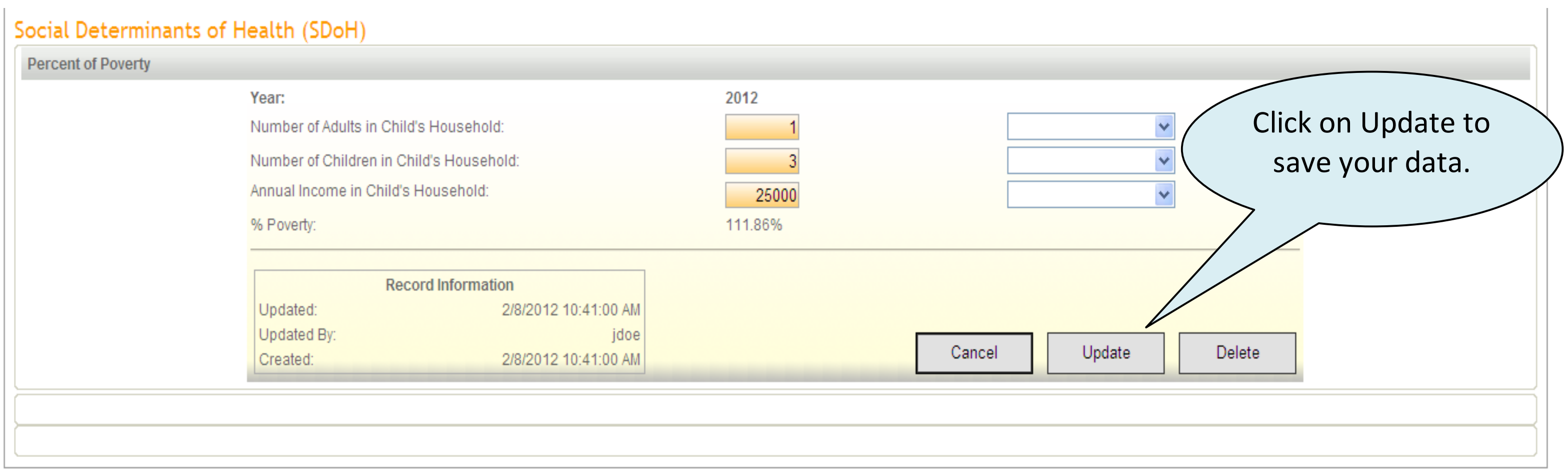


Clicking on OK, takes you back to the **Social Determinants of Health (SDoH)** screen.

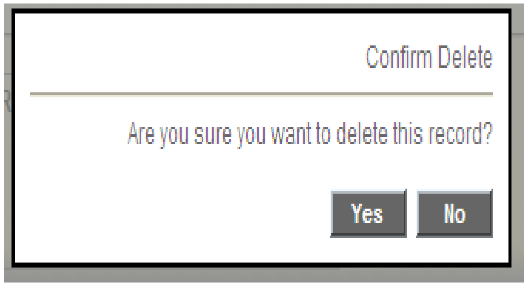
After the percent of poverty has been added, you may review by clicking on Select. You will be able to edit the data, save your changes by clicking on Update, or remove the percent of poverty entry by clicking on Delete.



You may exit SDoH page by clicking on Cancel or you may save your data by clicking on Update.



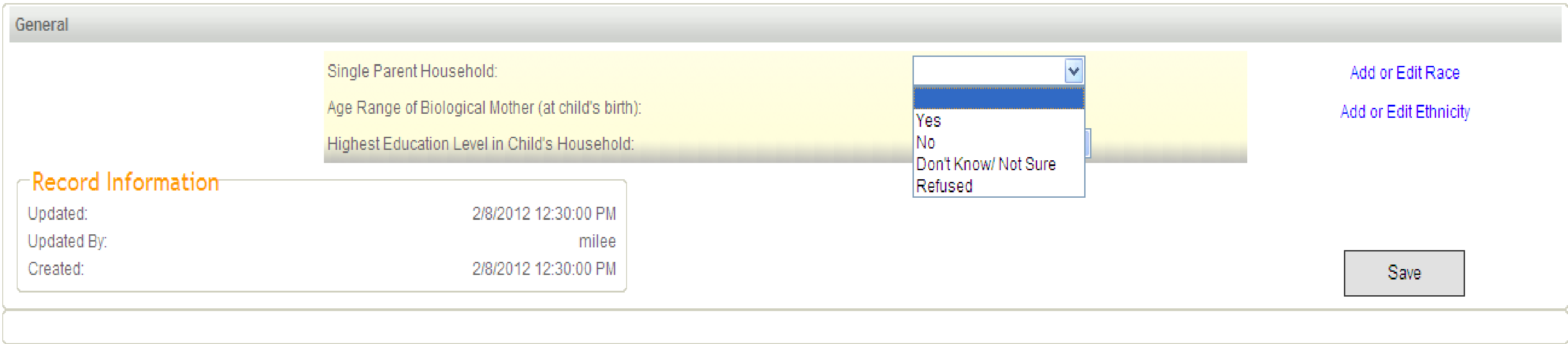
You may also delete your Social Determinants of Health data by clicking on Delete. You will see the Confirm Delete pop-up window.



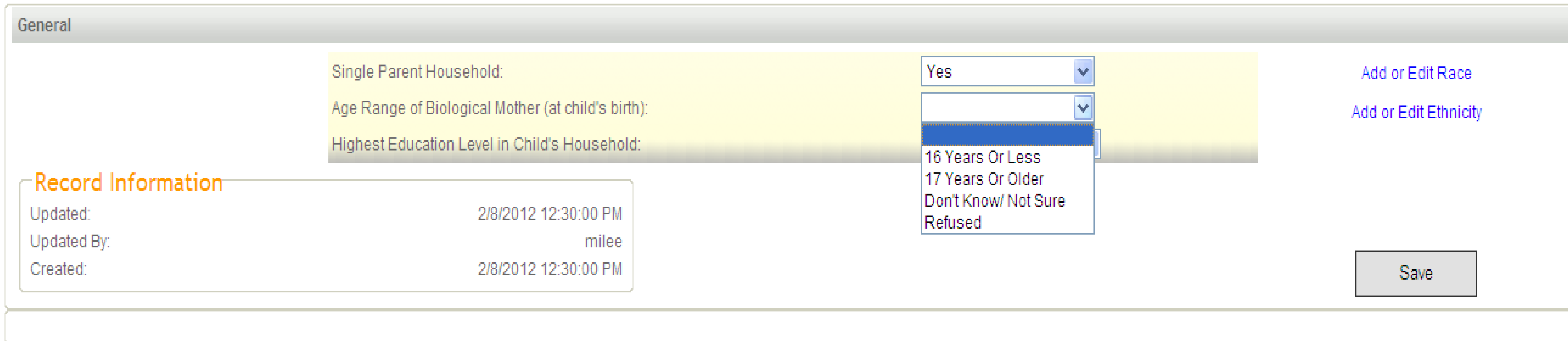
General

Click on **Social Determinants of Health** (**SDoH)** to complete the **General** section. Answer all three of the questions on the **General** screen, using the drop down lists shown sequentially below:

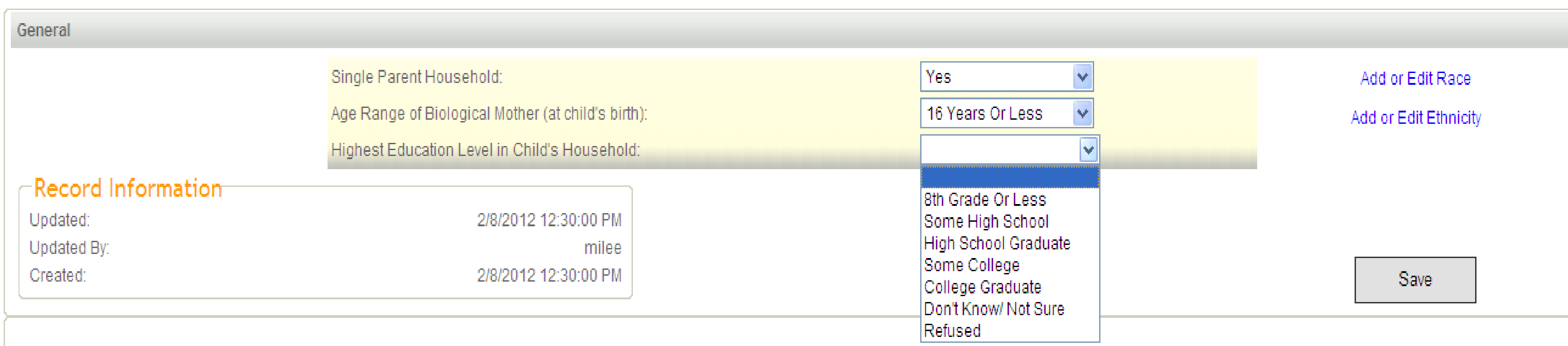
Single Parent Household



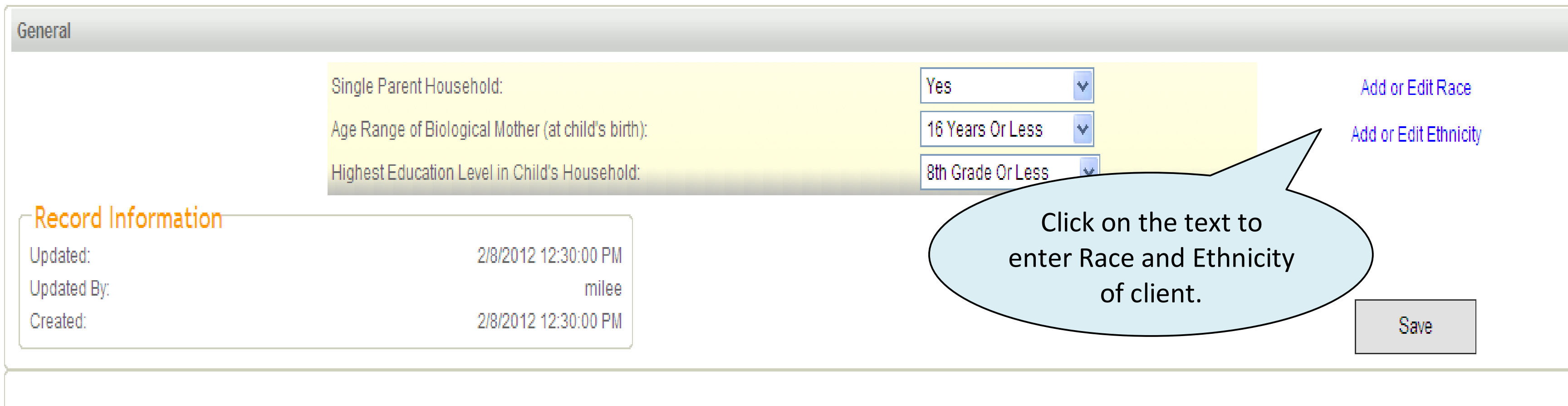
Age Range of Biological Mother



Highest Education Level in Child's Household

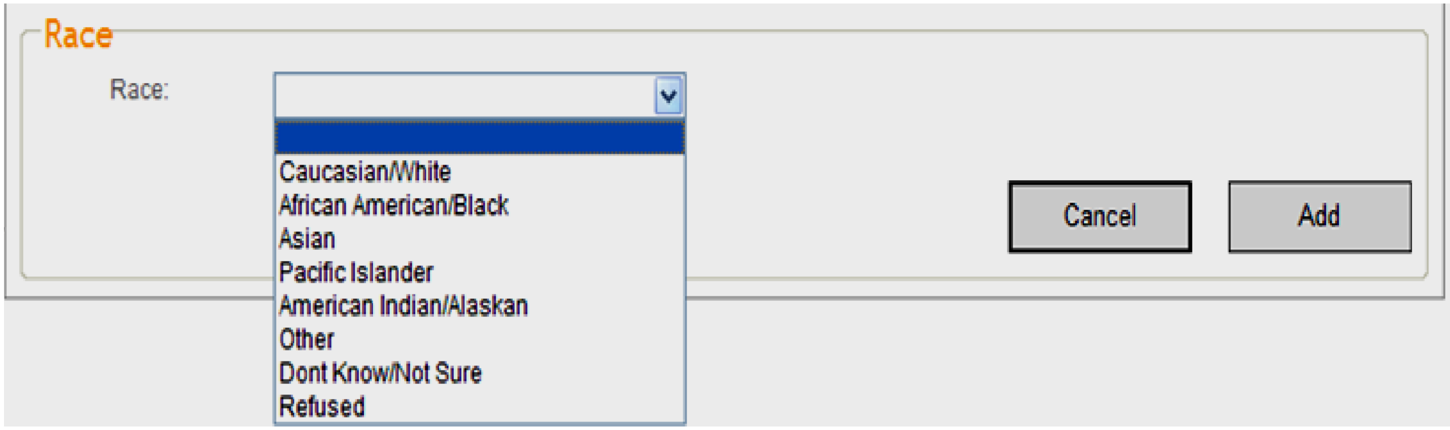


When you have answered all the questions, click on **Save**. Select **Add or Edit Race** and **Add or Edit Hispanic Ethnicity**. They are 2 separate fields which must be asked and entered.

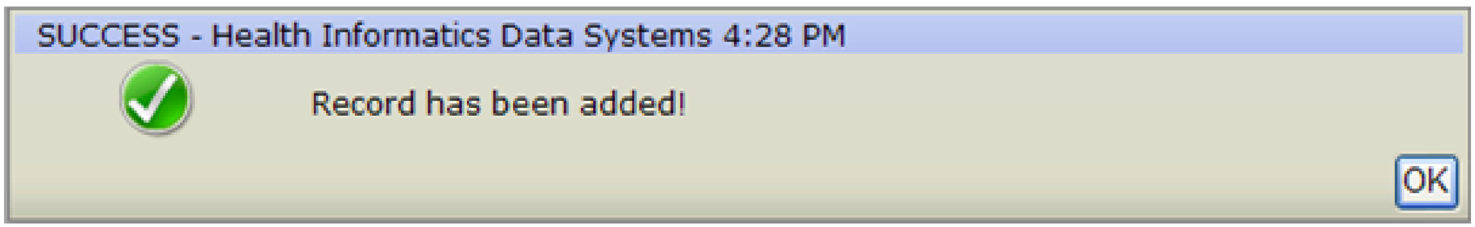


When you select **Add or Edit Race**, the system opens the following screen:

Select an option from the drop down box and click on **Add** to save.

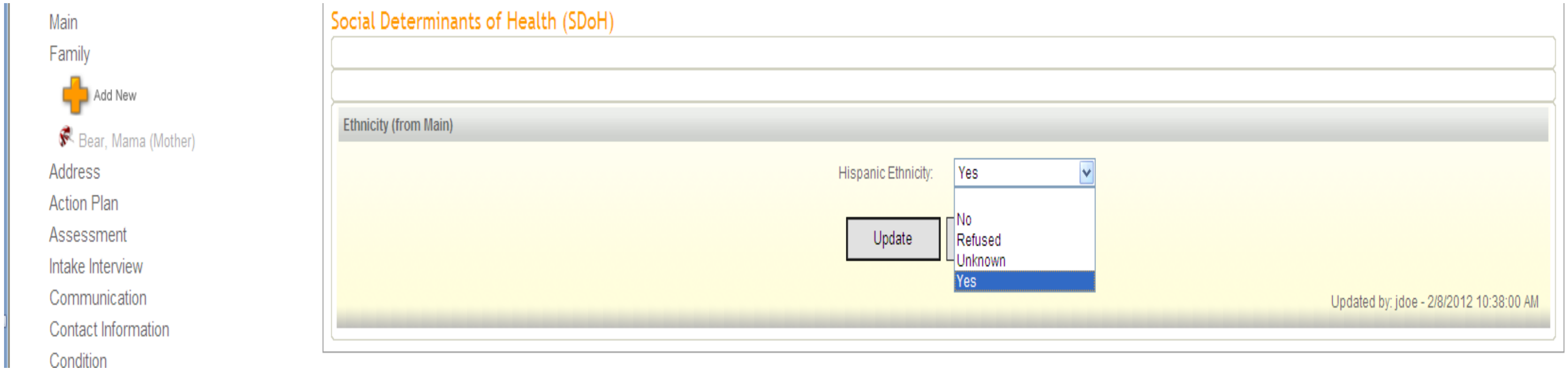


You will see the following message when your data has been added.

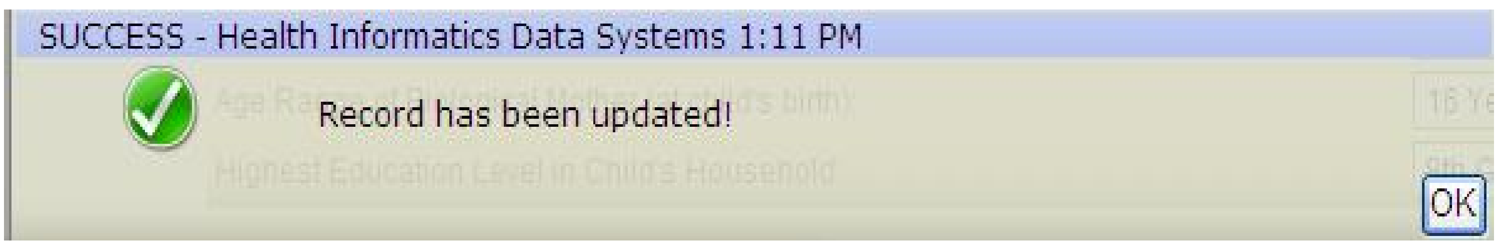


Click OK to continue.

When you select **Add or Edit Ethnicity**, the system opens the following screen.



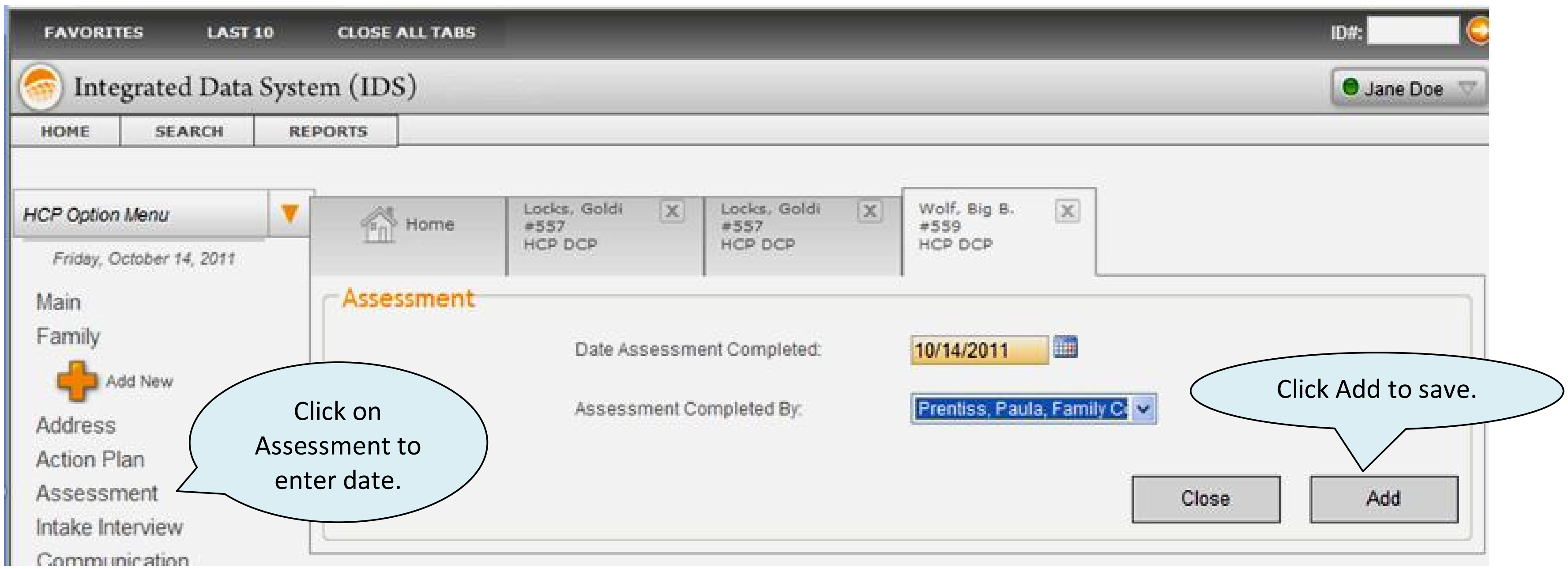
You will see the following message when your data has been updated.



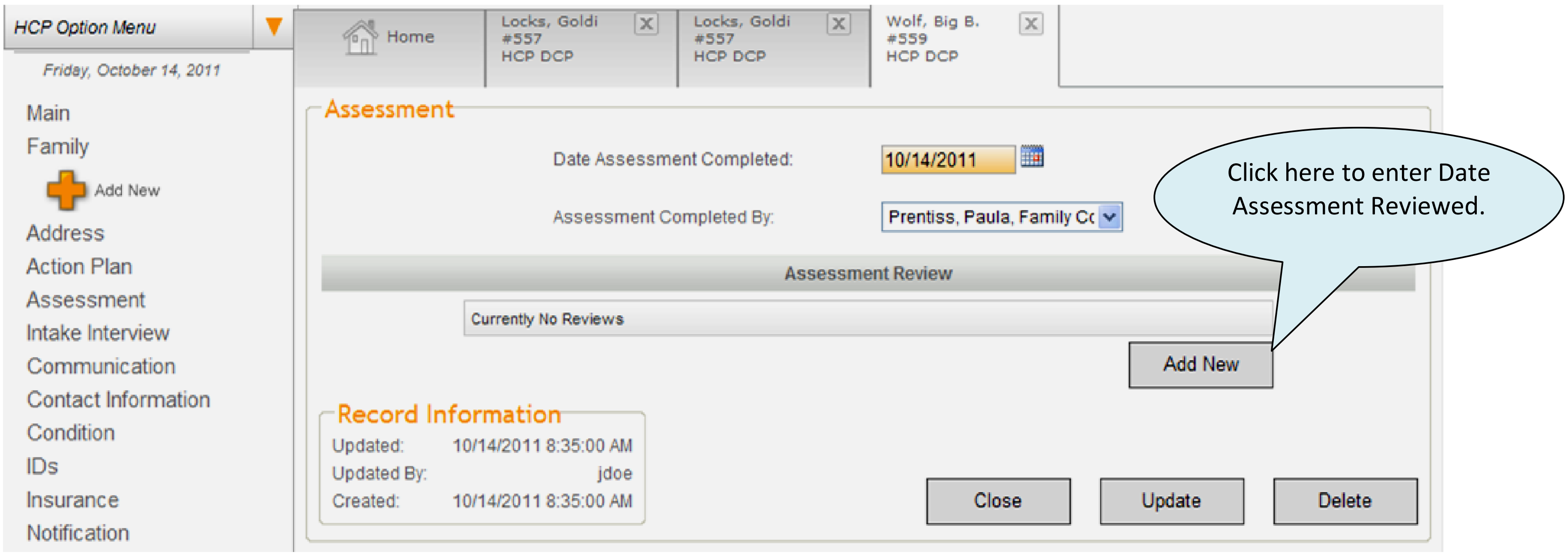
Click OK to return to the **Add or Edit Race** and **Add or Edit Ethnicity** screen. Click on any subject on the **HCP Option Menu** to exit the **Race and Ethnicity** screen.

Assessment

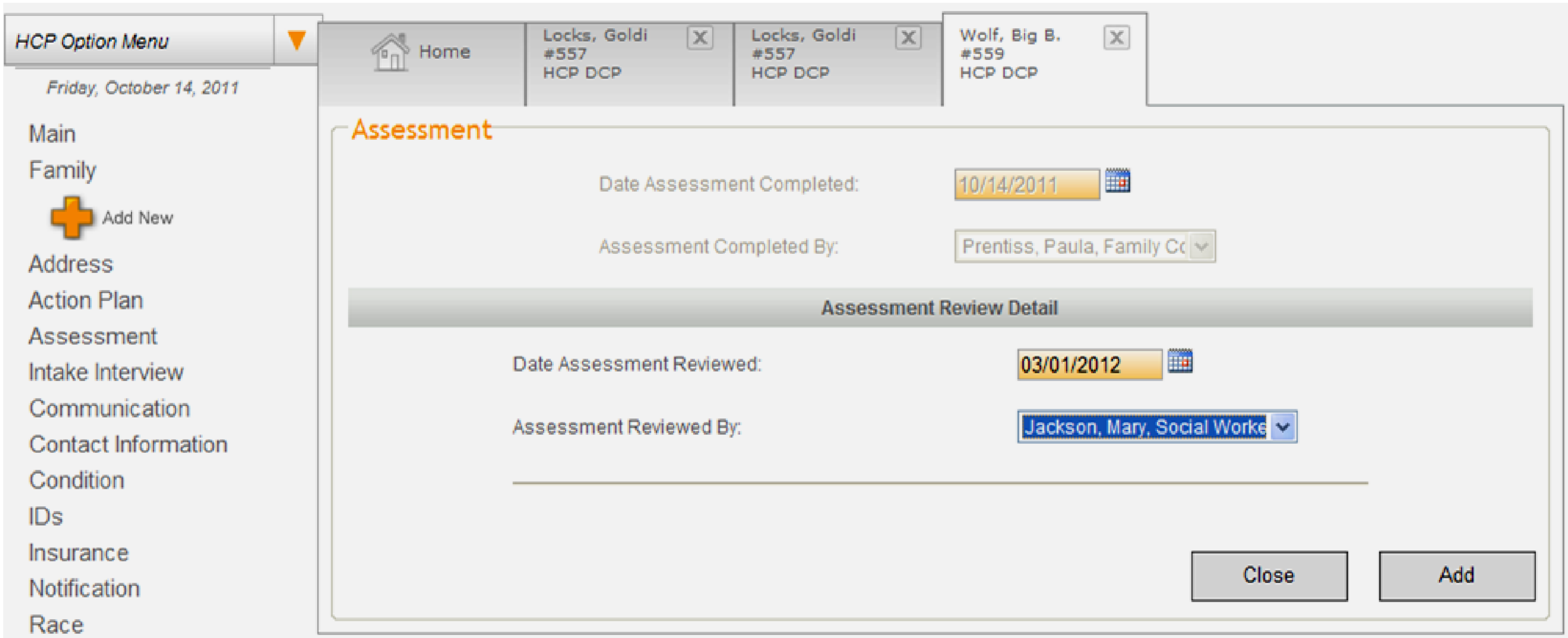
To enter the date which the client's assessment was completed, select **Assessment** from the **HCP Option Menu**. Enter the date and select the person who completed the assessment from the drop down list. Click on Add when you are ready to save.



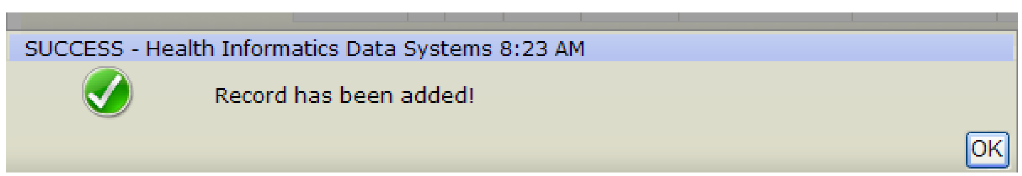
When you have reviewed the assessment, click on **Add New**.



Enter the date of the assessment review date and the name of the reviewer from the drop down list.



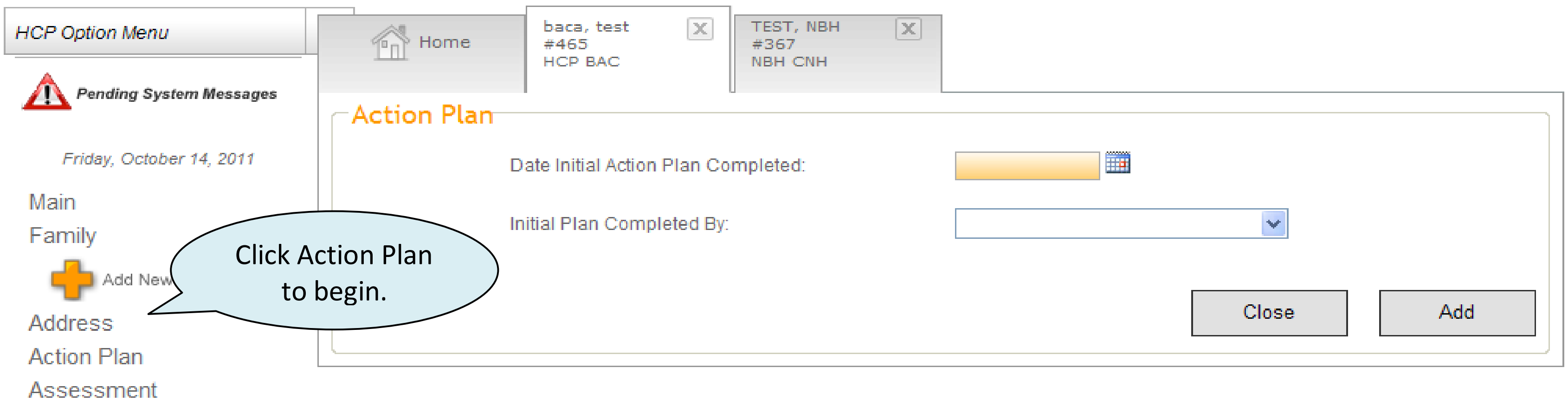
Then click **Add** to save the assessment review data. You will receive a message that the record has been saved.



Clicking on OK, takes you back to the **Assessment** screen.

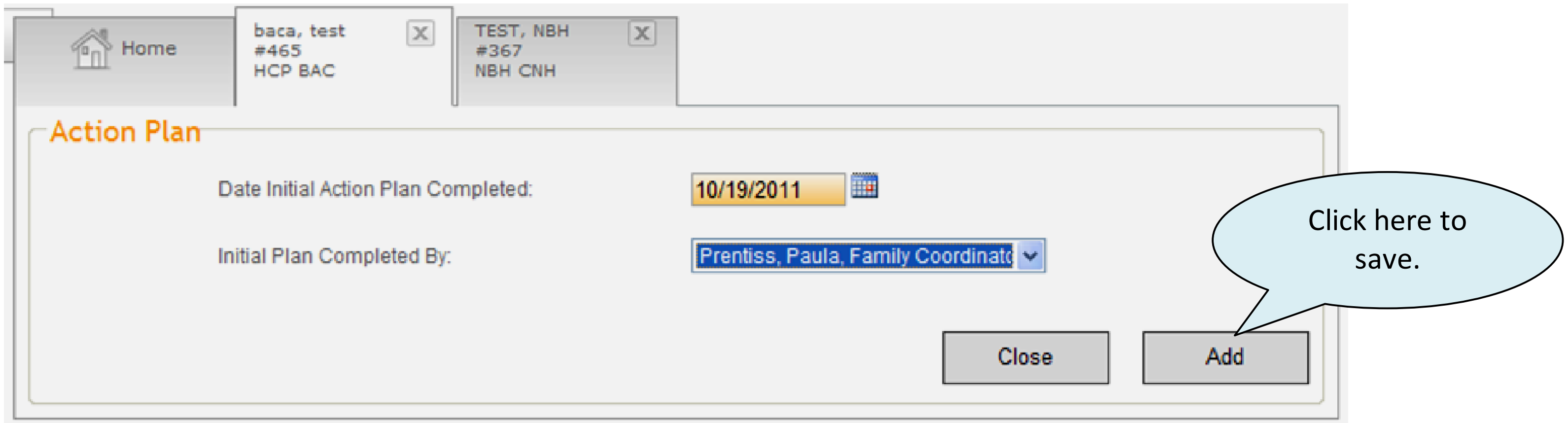
Action Plan

To enter the date when the initial action plan was completed, select **Action Plan** from the **HCP Option Menu**.

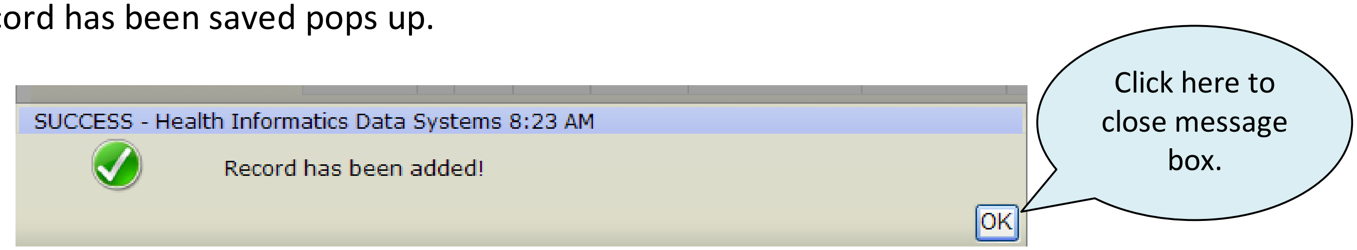


Enter the date you completed the action plan with the client's family, and select the person completing the action plan from the drop down list.

Click on **Add** when you are ready to save.

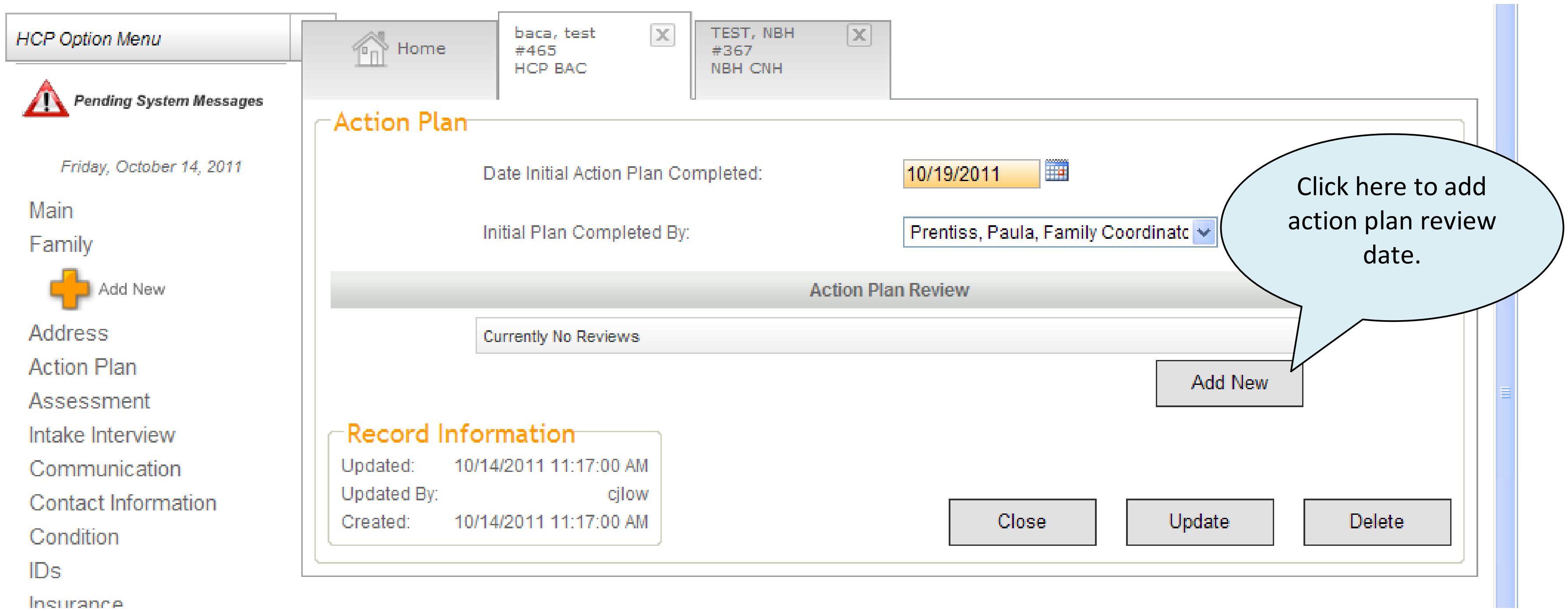


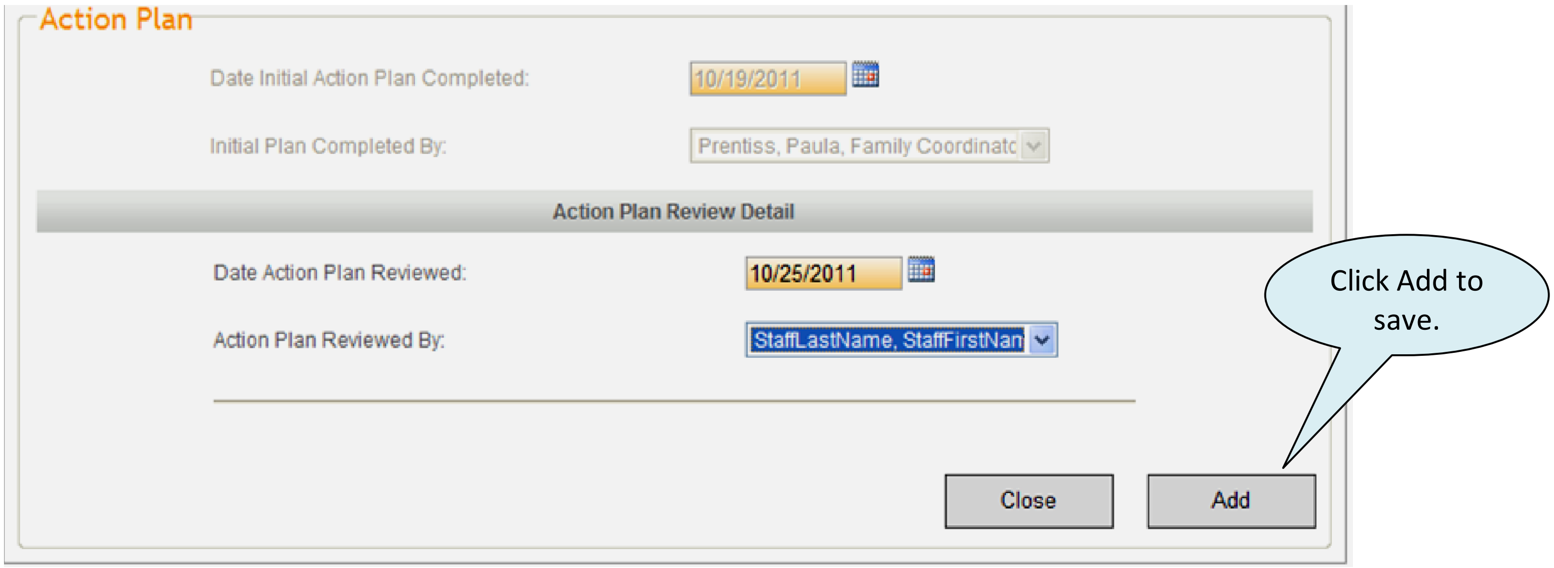
A message that the record has been saved pops up.



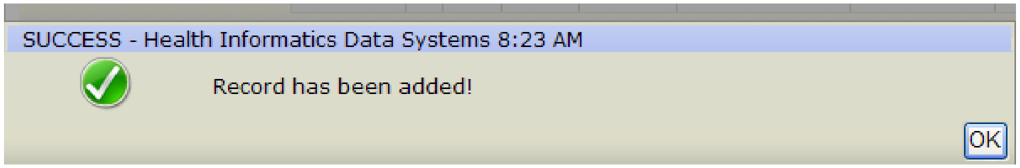
Clicking on OK, takes you back to the **Action Plan** screen.

In order for a client to remain active, the action plan needs to be reviewed with the client and family every six months or less. When you have reviewed the action plan, click on **Add New** to enter your date. Enter the date of the review and the name of the reviewer from the drop down list. The system will save all action plan review dates in sequential order.





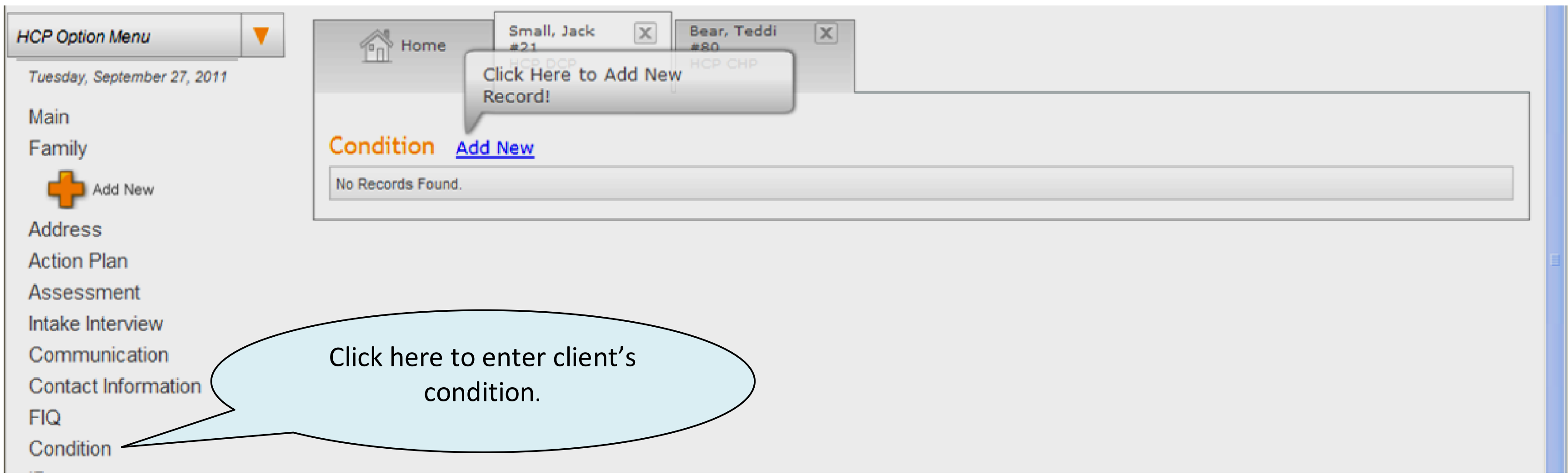
You will receive a message that the record has been saved.



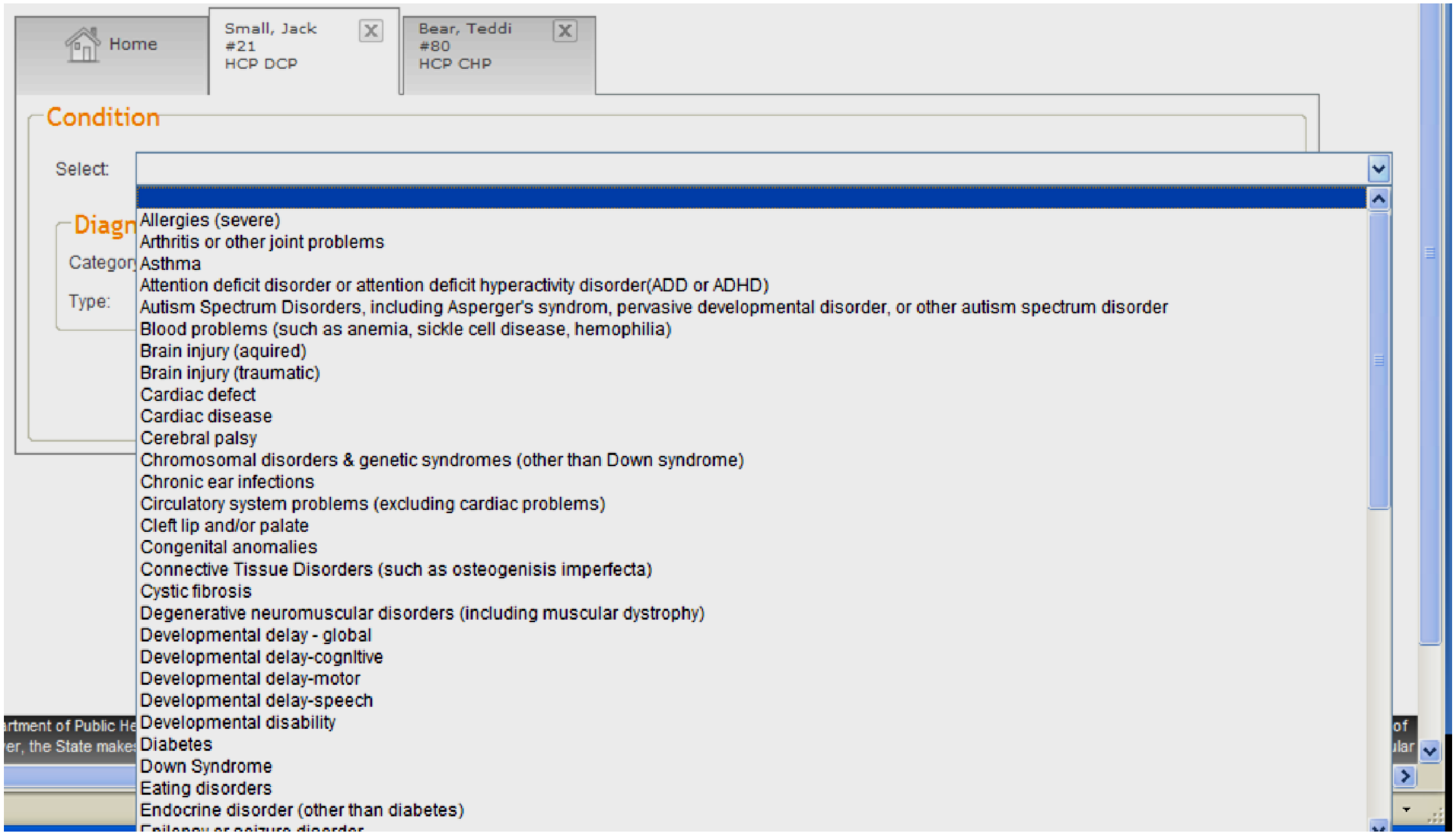
Clicking OK, takes you back to the **Action Plan** screen.

Medical Condition

To record a client's medical condition, click on **Condition** from the HCP Option Menu. The **Condition** screen will pop up. Click on **Add New**.

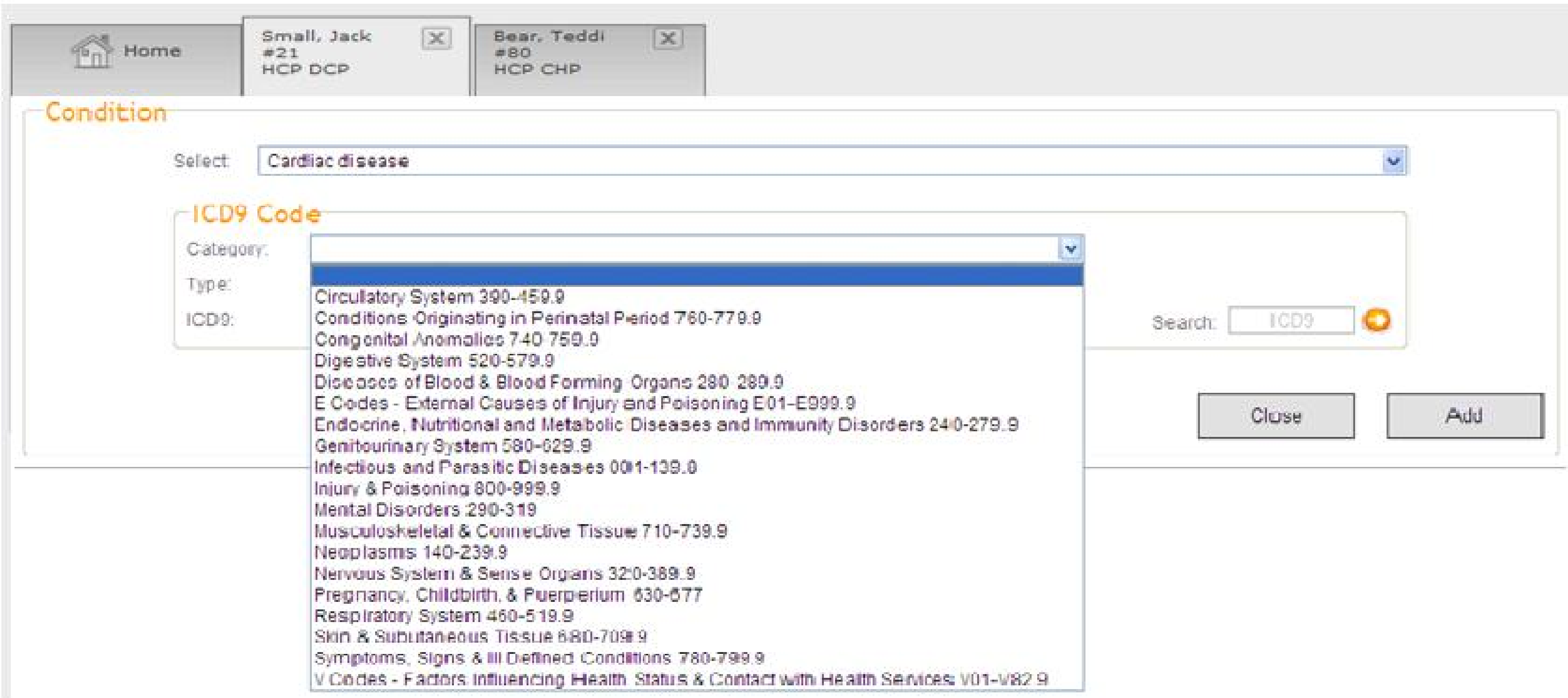


Click on **Add New** to open the screen.



Select a condition from the drop down box. You may enter up to five medical conditions for every client.

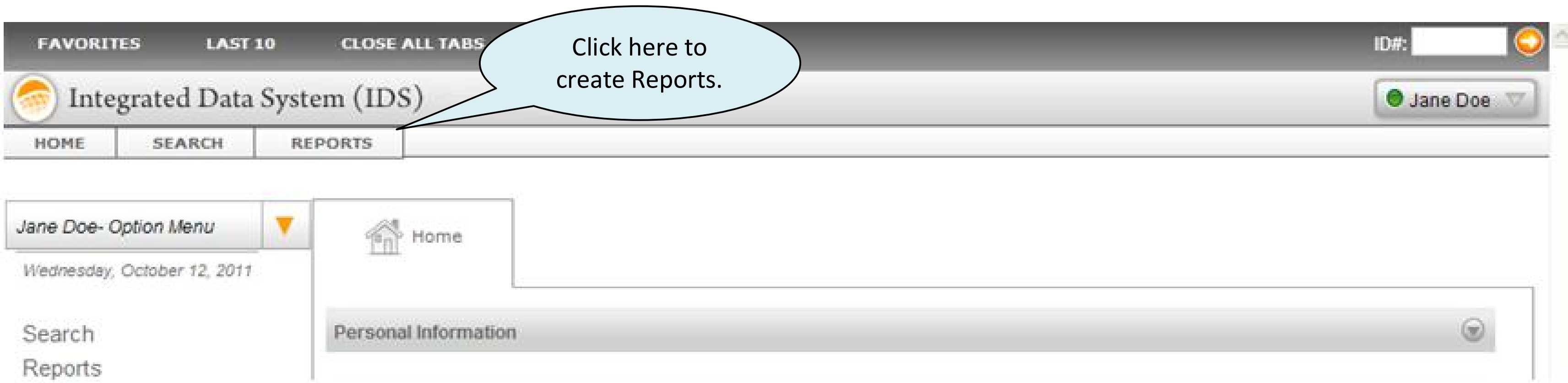
You may enter an ICD-Code for the category and/or a diagnosis type in the ICD9 Code box.



Select the diagnosis category from the drop down list, and click on Add to save. You may also enter a more specific diagnosis type by opening the **Type** drop down list and selecting an option.

Reports

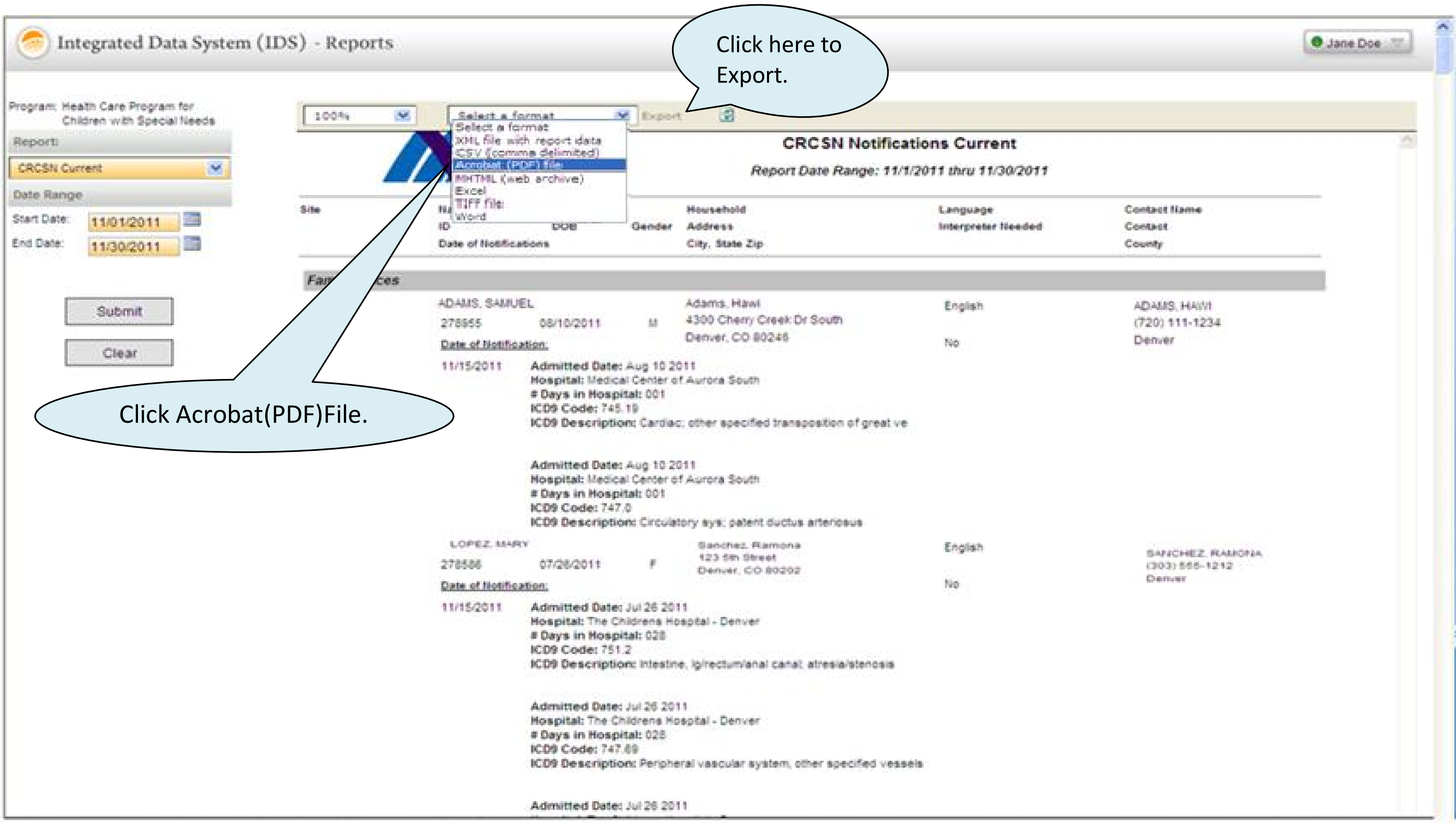
To access and create reports, click on **Reports** in the **HCP Option Menu**. Select the report you want to run from the drop down list. The available reports and their descriptions are located in Appendix III of the manual. After you select a report name, a pop-up window may appear that asks you to enter information.

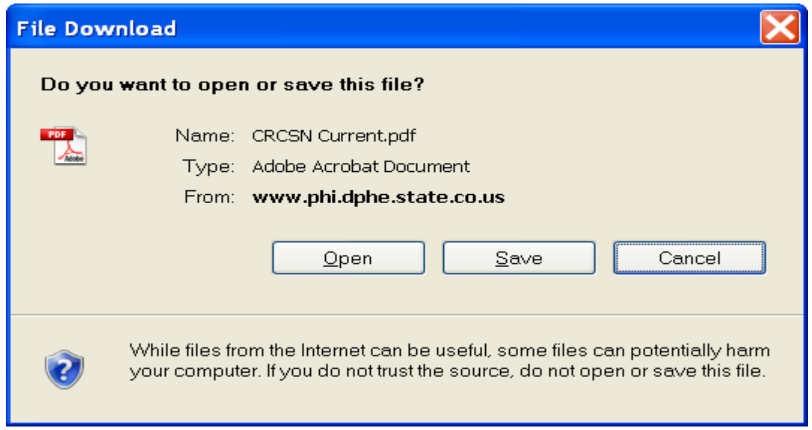


In our example, "CRCSN Current", the report requires a "Start Date" and an "End Date". The "Start Date" is the earliest CRCSN Notification Date, and the End Date is the latest CRCSN Notification Date to include in the report.

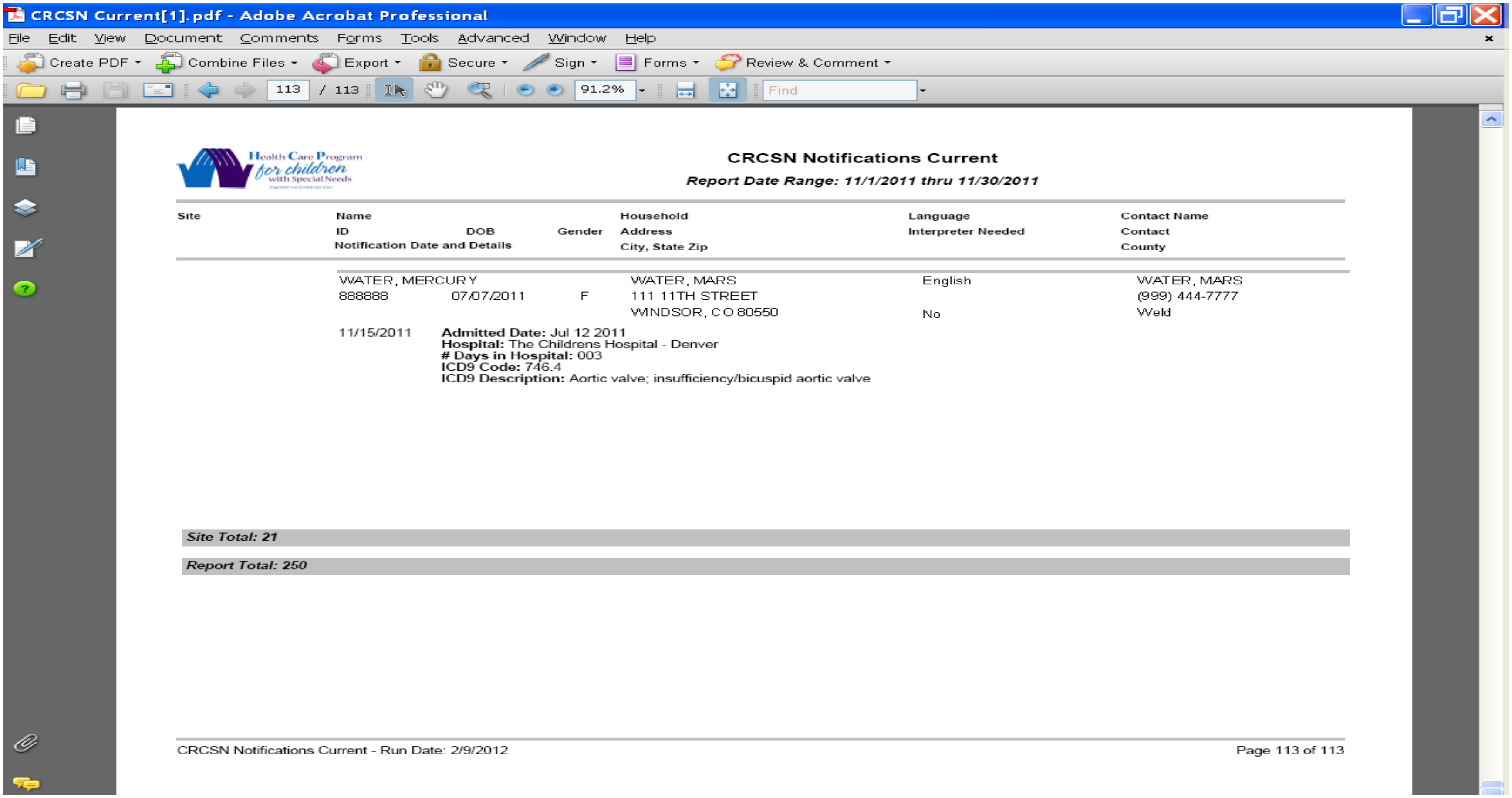
Enter the 1st and last days of the month for your "Date Range" and click on "Submit" to begin report processing. For best results when running the CRCSN Current Report, create a separate report for each month individually.

To View, Print or Save the report, select **Acrobat(PDF) File** from the drop down box and click on "Export".
Hint: Increase brightness and contrast of screen prints so they are readable using format picture options.

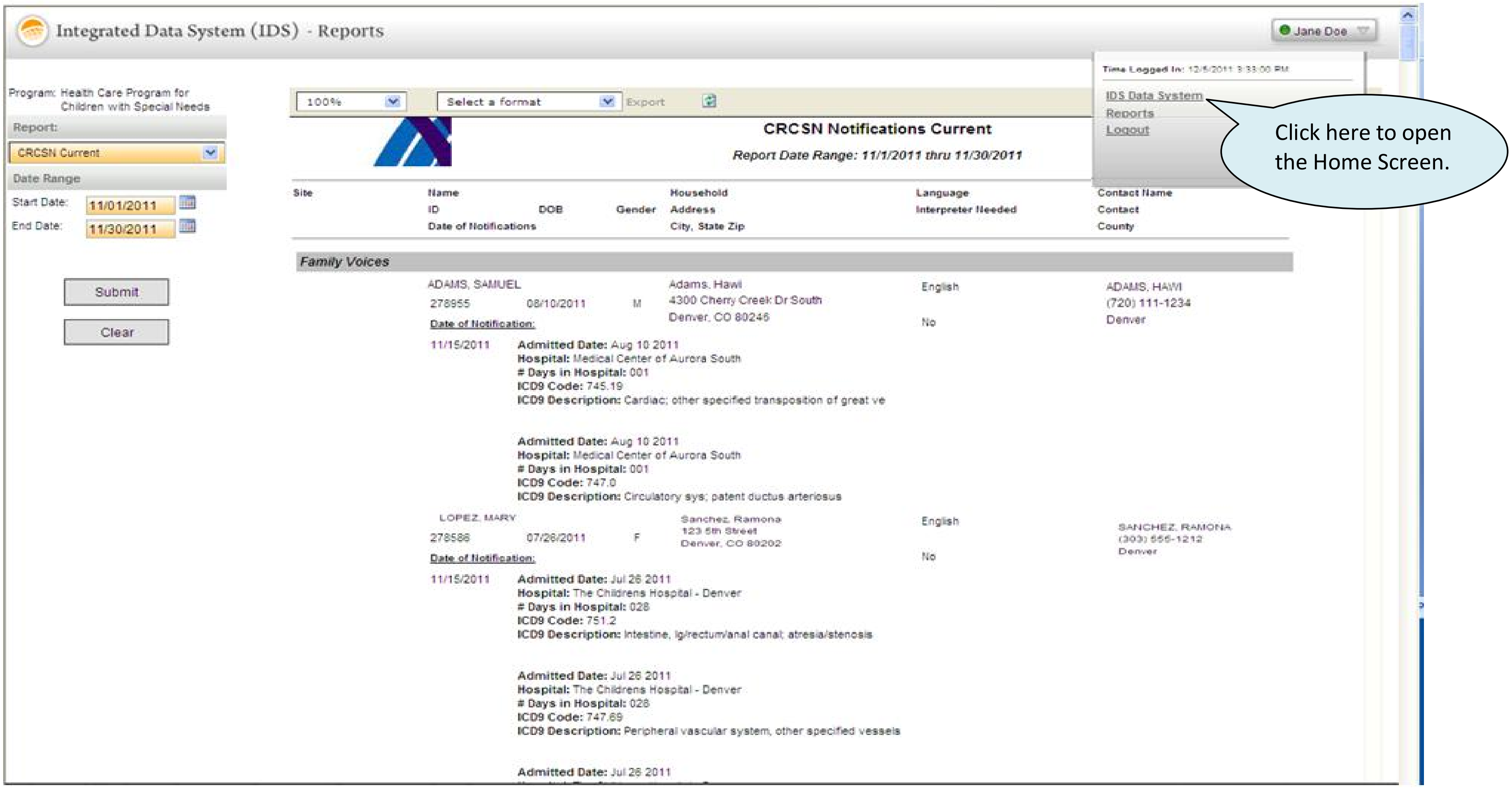




You may save the document or open and print it from here. To save the document, click on "Save", and select the location where you want to save the file.



CTRL + End Key takes you to the bottom of the file.



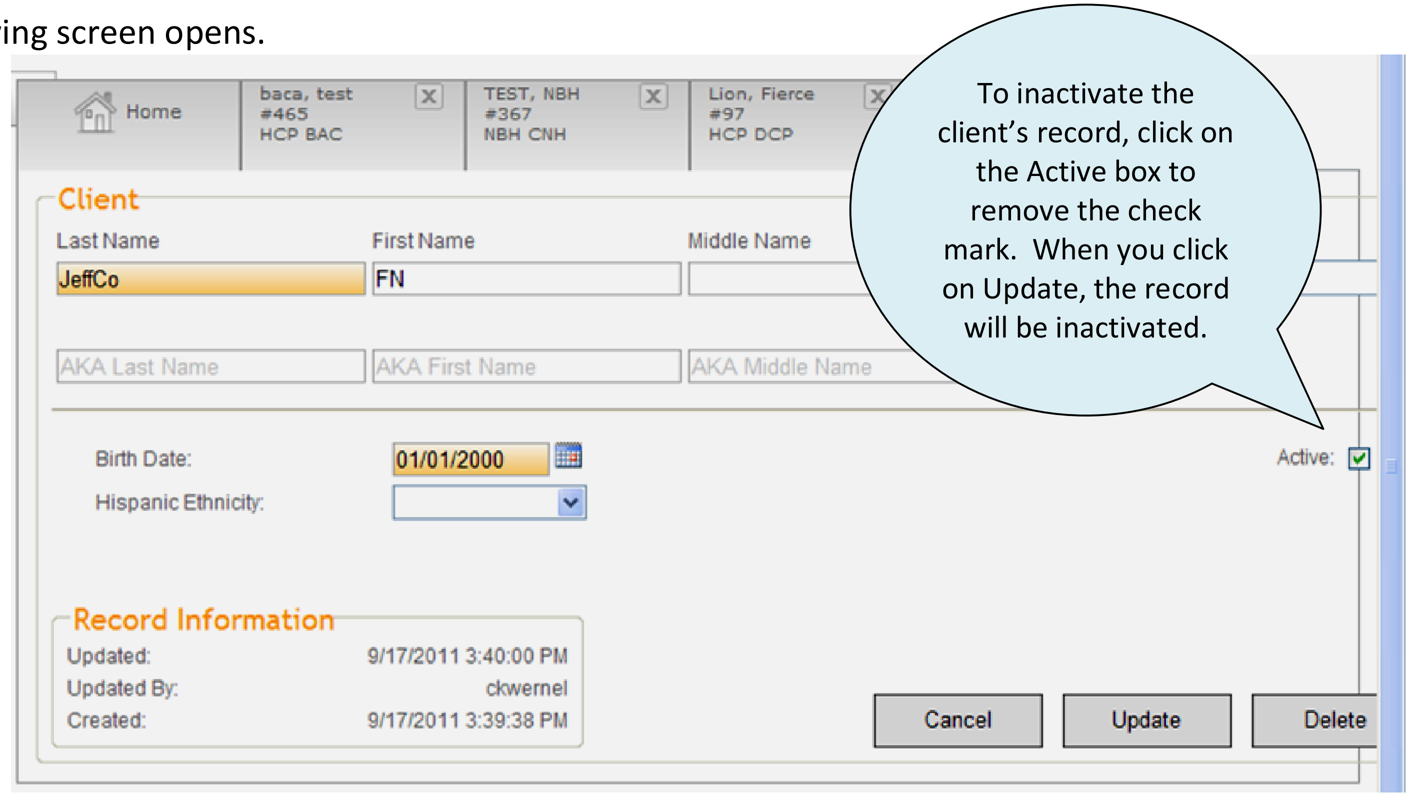
To leave the Reports Menu and go back to the Home screen, scroll to the top of the page. Move your mouse pointer to your User Name, and you'll see a drop down list of options to select. Click on "IDS Data System" to return to the **Home** screen.

Inactivating a Client Record

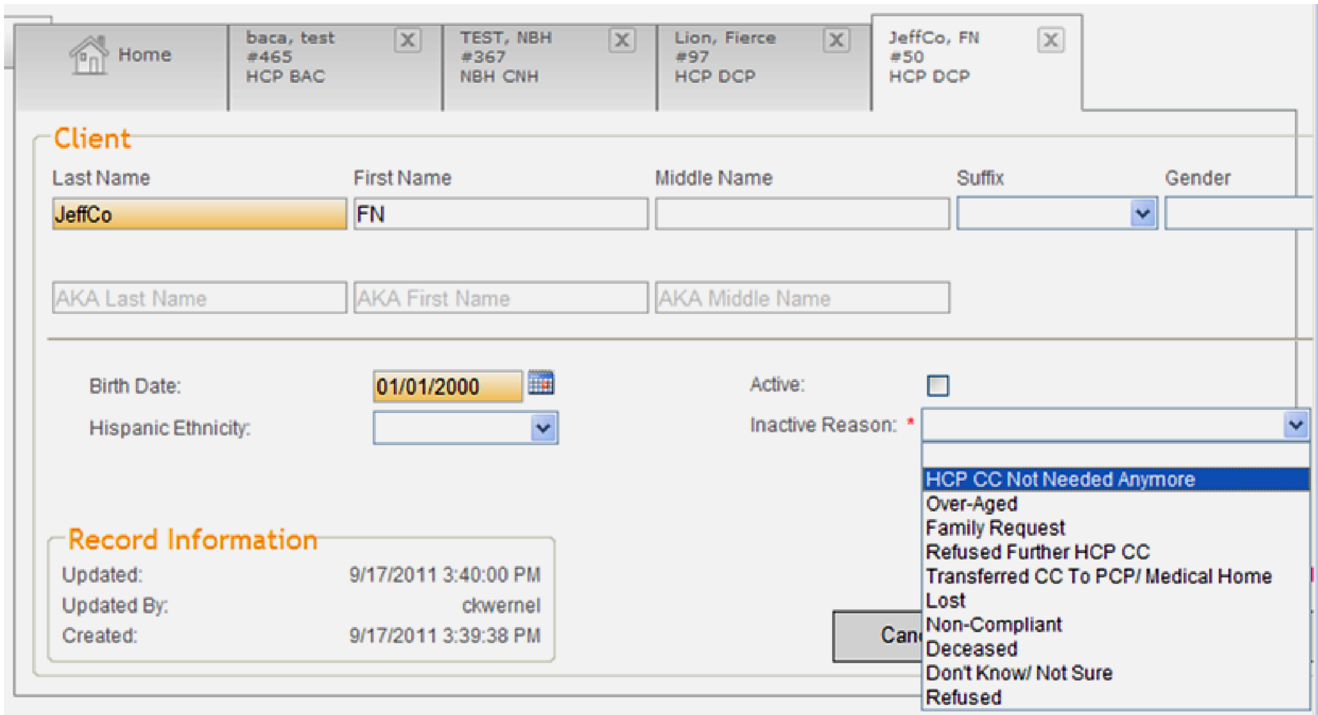
It is important to inactivate a client's record when they do not have a current action plan for HCP Care Coordination. You can always open the client's record if he/she needs further Care Coordination from HCP. All the data is saved when you inactive a record.

When you are ready to inactivate a client in the *CYSHCN Data System*, open the client's record. Click on **Update.**

The following screen opens.



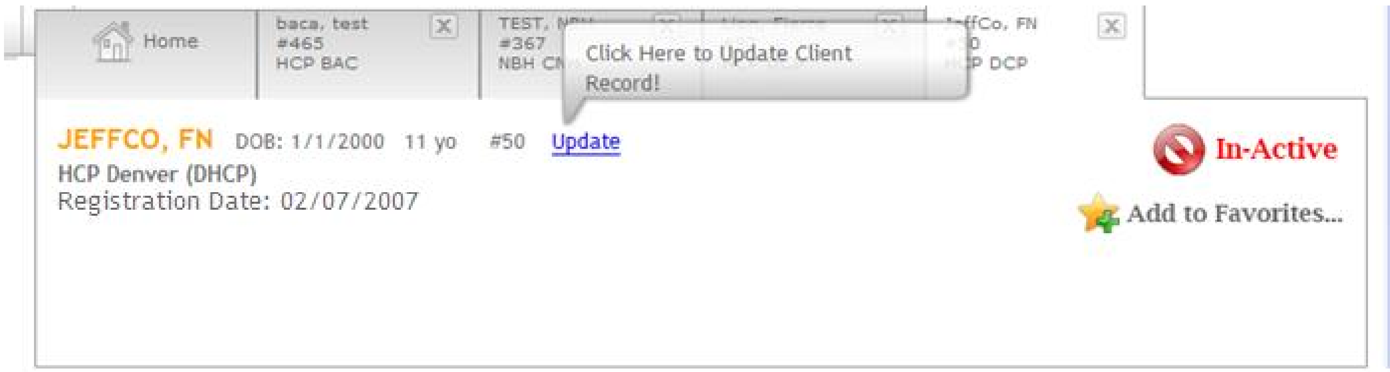
The system will ask you to enter the reason the record is being inactivated. Select the reason from the drop down list in the **Inactive Reason** field, and then click on **Update** to save.



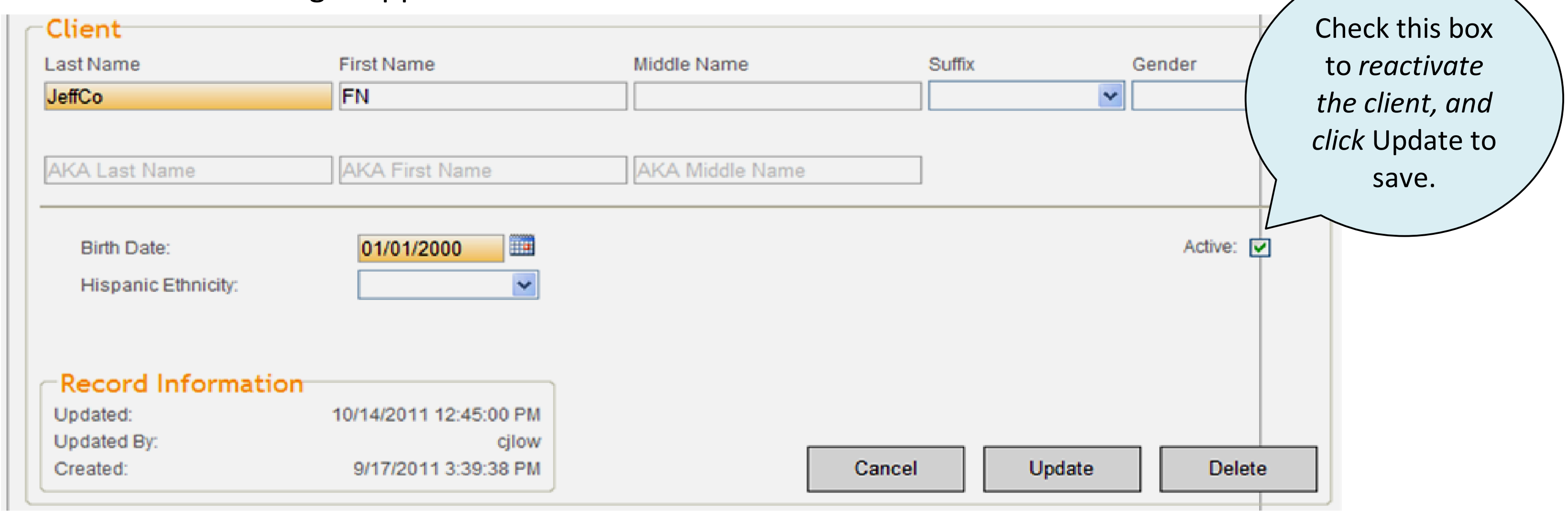
The record now shows the client as **Inactive**. Inactive clients will appear in the Search Results window with the red **In-Active** symbol and only if the **All Site and All Status** were checked before clicking on **Search**.

Reactivating a Client Record

Reactivating an HCP Care Coordination client's record is just a reversal of the client inactivation process.



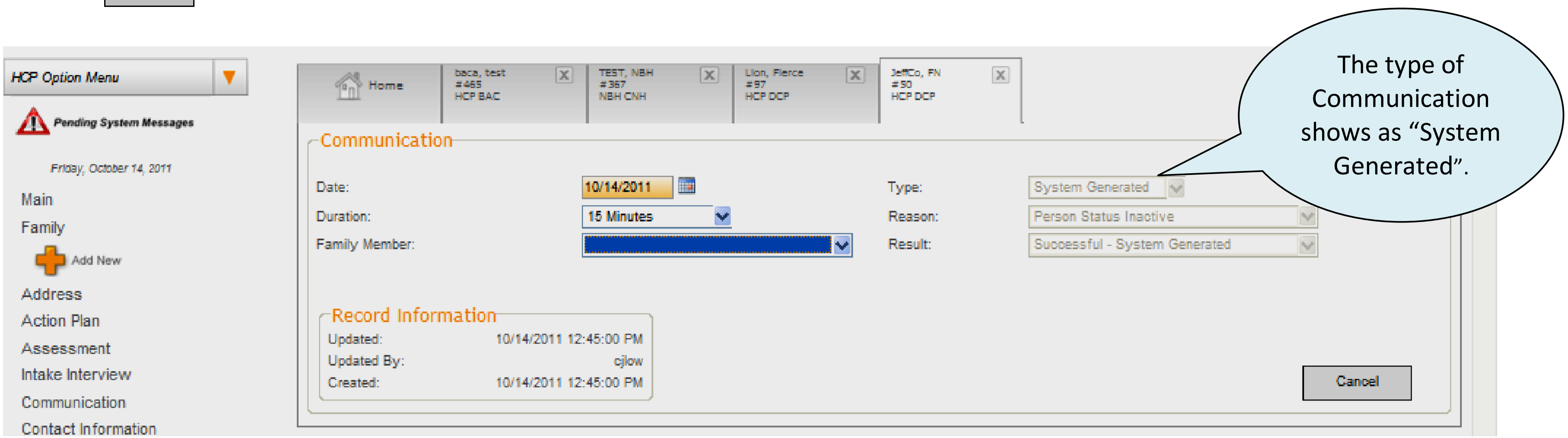
When you click on **Update** and enter the Update screen, you will check the Active box to reactivate the record. The **Inactive Reason** field no longer appears on the screen.



System Generated Items

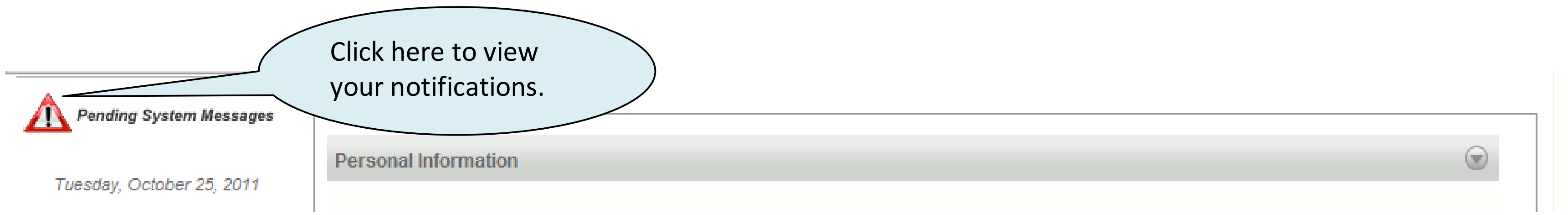
Communications:

The **CYSHCN Data System** only displays system generated communications and converted HCP CHIRP data. (Example: Change in client status or system produced letters.) No direct user input. To exit from the screen, click on **Cancel**.

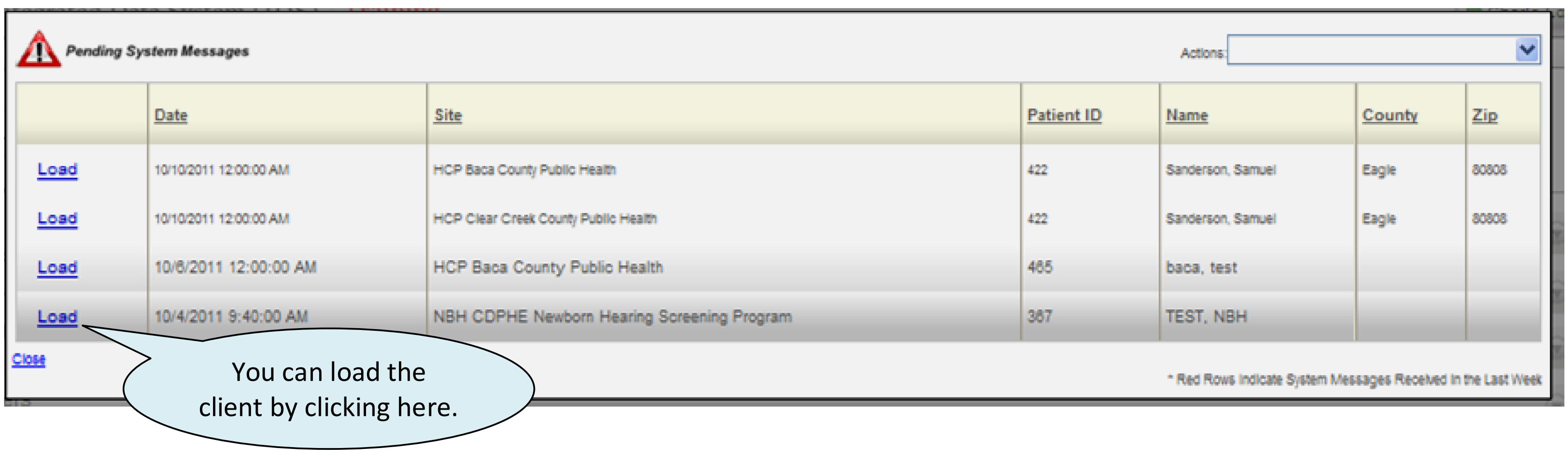


Notifications:

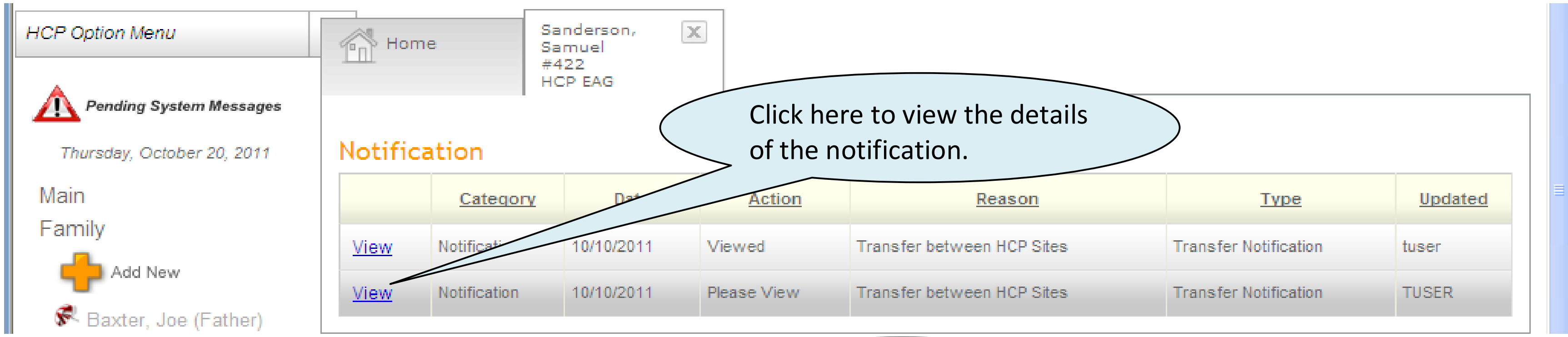
This screen shows notifications from other data systems, such as CRCSN, site transfers, or electronic birth certificate revisions. You may view the notifications, but you cannot enter any data in the screen. Most notifications will have an Action request with them (e.g. "Please View") and are updated when viewed. To view notifications, first click on the "Pending System Messages" link in the top left area of the screen.

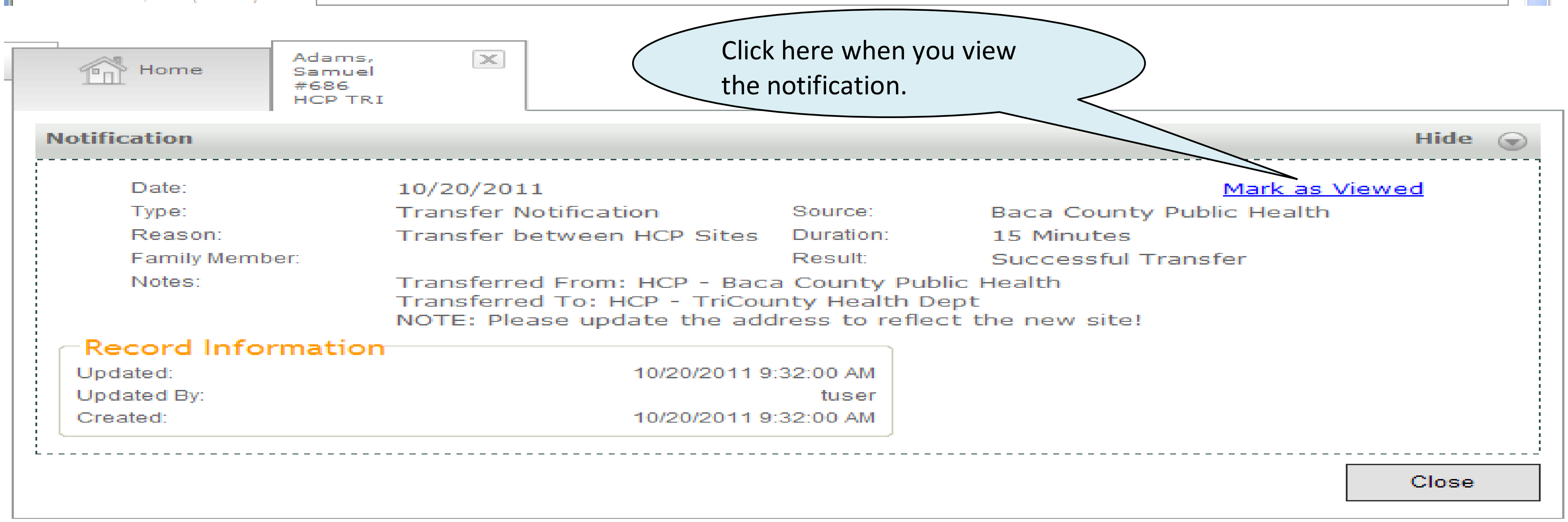


If you have not previously viewed a notification, you can load the client file from the screen by clicking on **Load** to the left of the date of the notification.



When you load a client, the following screen appears;

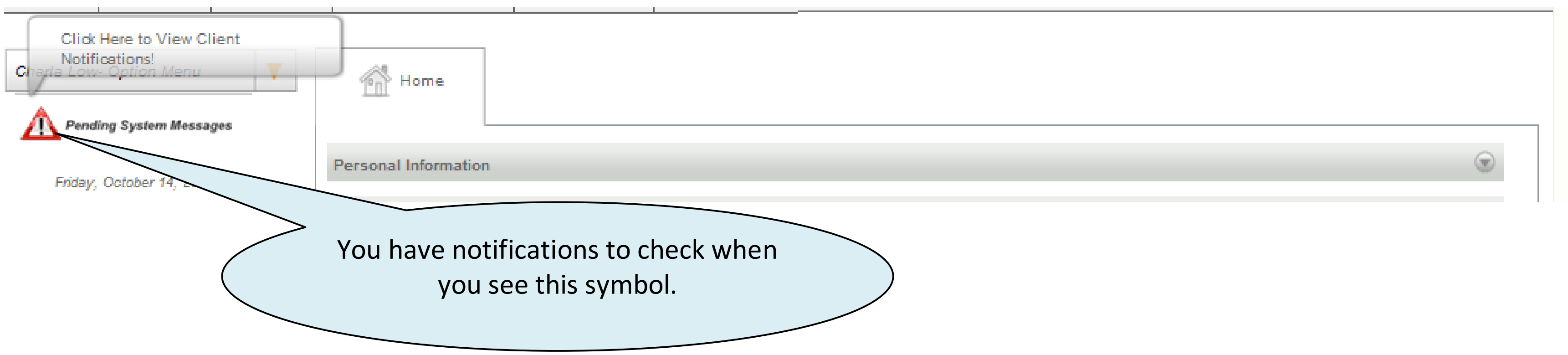




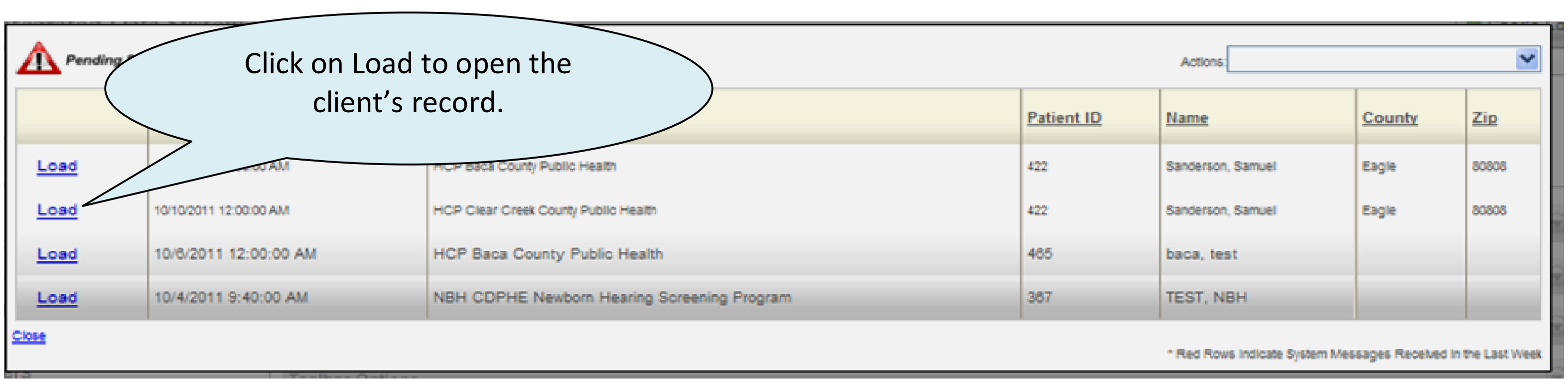
Select **Close** when you have read the notification.

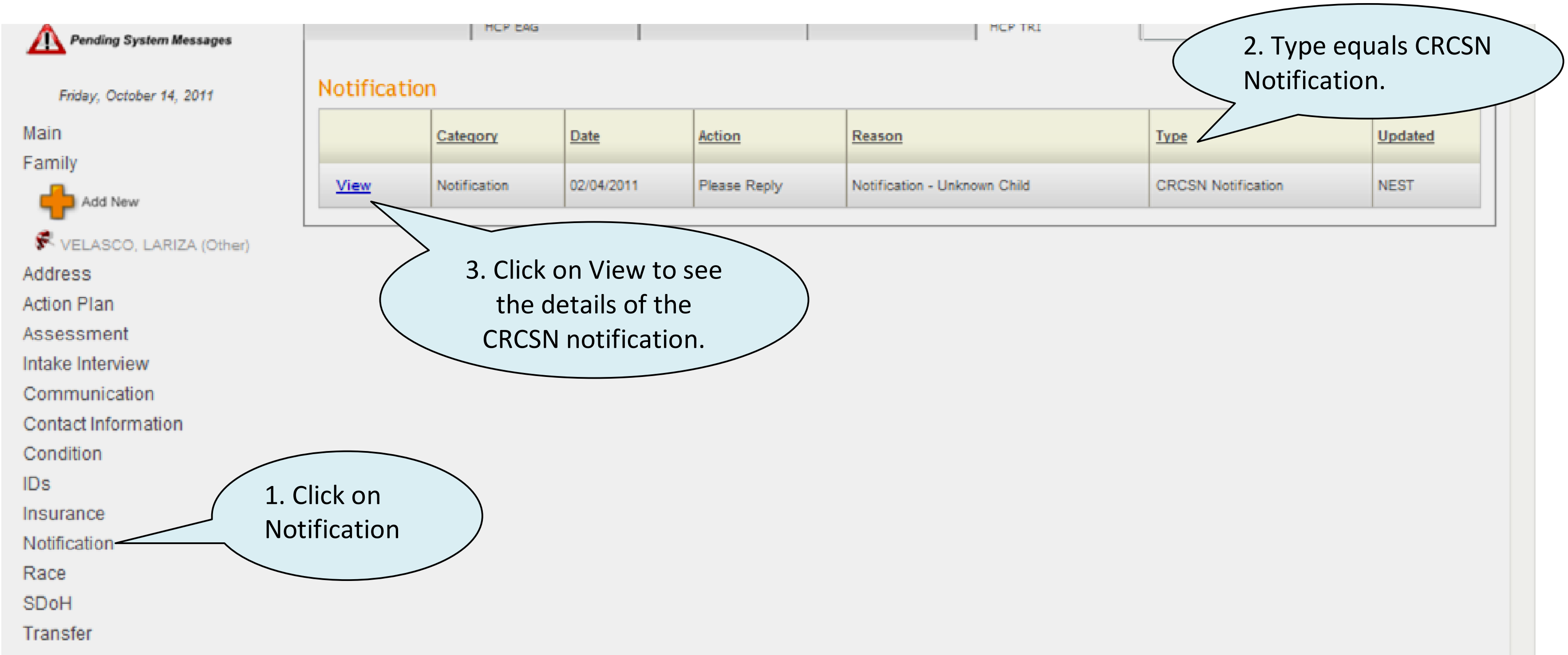
Colorado Responds to Children with Special Needs (CRCSN)

The Colorado Hospital Association releases data to the state every month on children who have been discharged from the hospital with a diagnosis of a reportable condition. If a child's family lives in your site's territory, your office will receive a system notification. The **Pending System Messages** symbol alerts your office that you have notification(s).

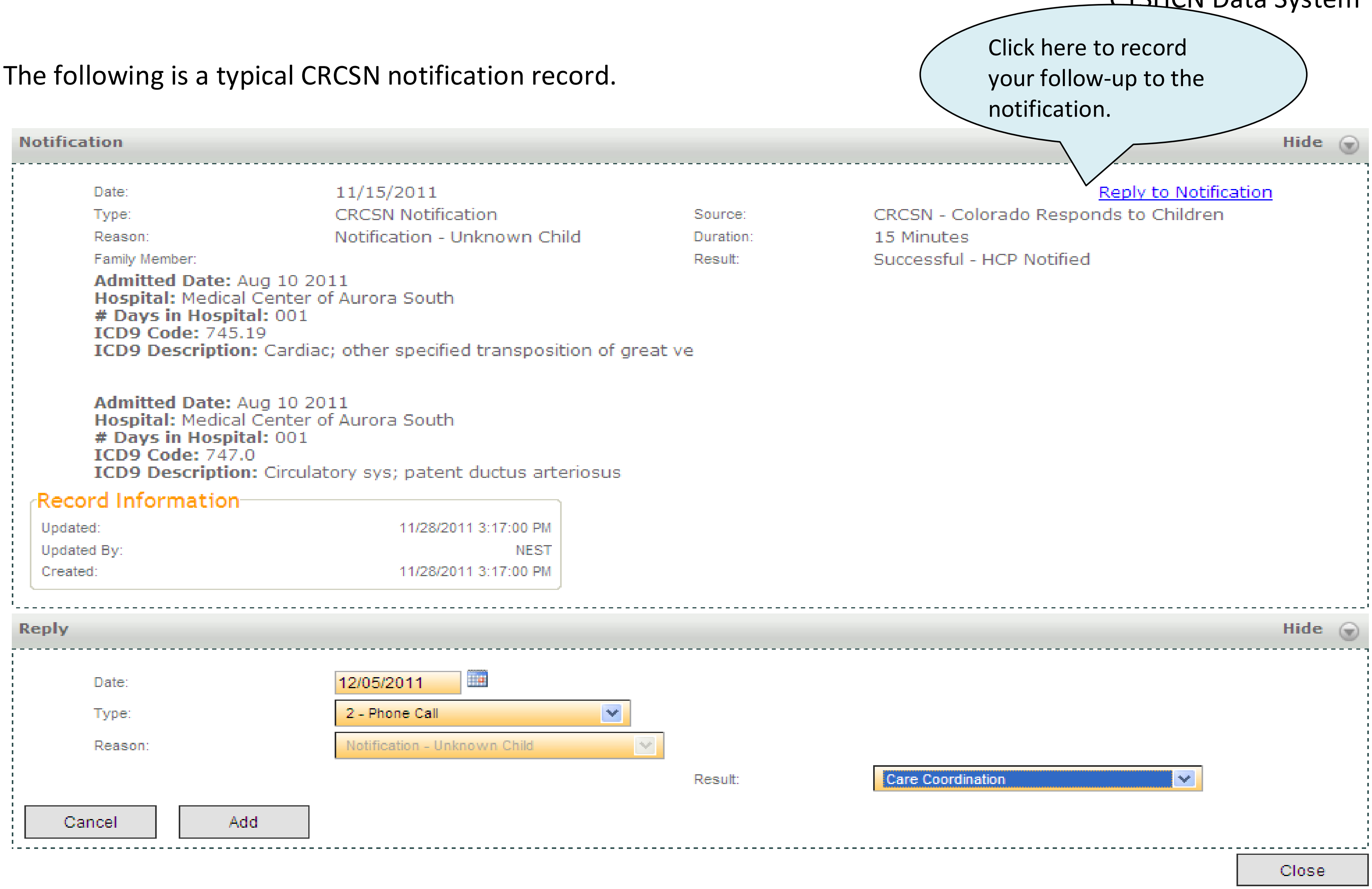


Click on the **Pending System Messages** symbol to view your site's notifications.

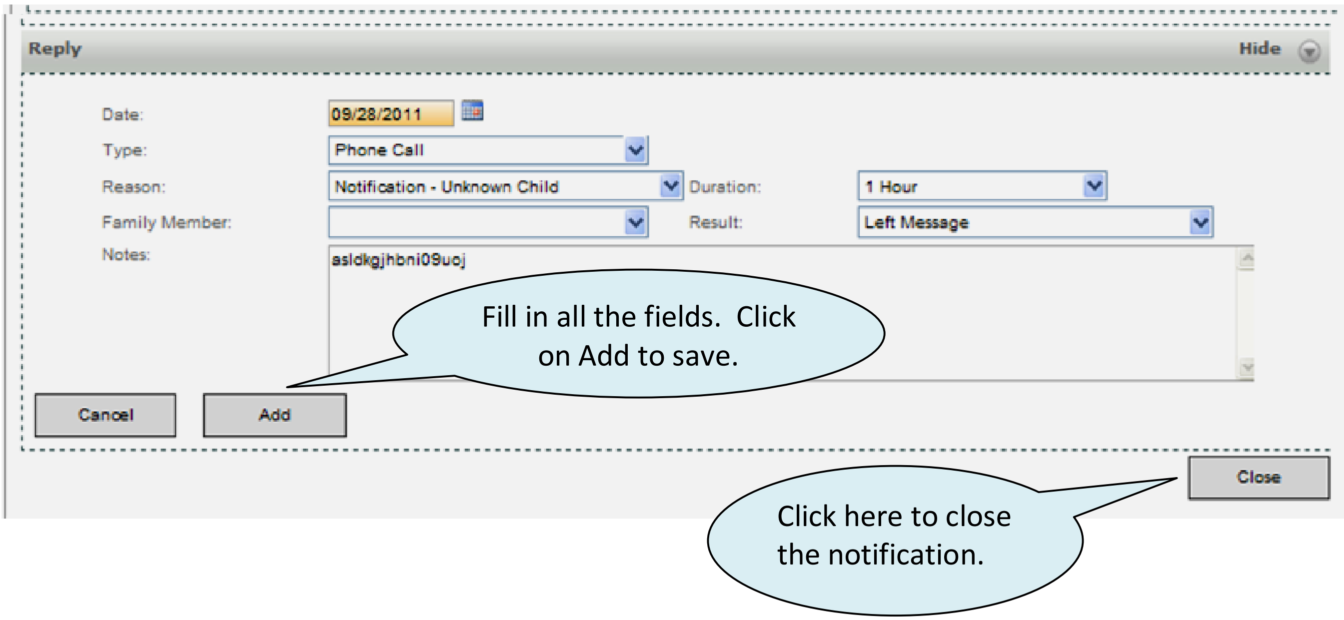



Pending System Messages
Friday, October 14, 2011
Main
Family
Add New
VELASCO, LARIZA (Other)
Address
Action Plan
Assessment
Intake Interview
Communication
Contact Information
Condition
IDs
Insurance
Notification
Race
SDoH
Transfer
Notification
Category
Date
Action
Reason
Type
Updated
View
Notification
02/04/2011
Please Reply
Notification - Unknown Child
CRCSN Notification
NEST
2. Type equals CRCSN Notification.
3. Click on View to see the details of the CRCSN notification.
1. Click on Notification

The following is a typical CRCSN notification record.

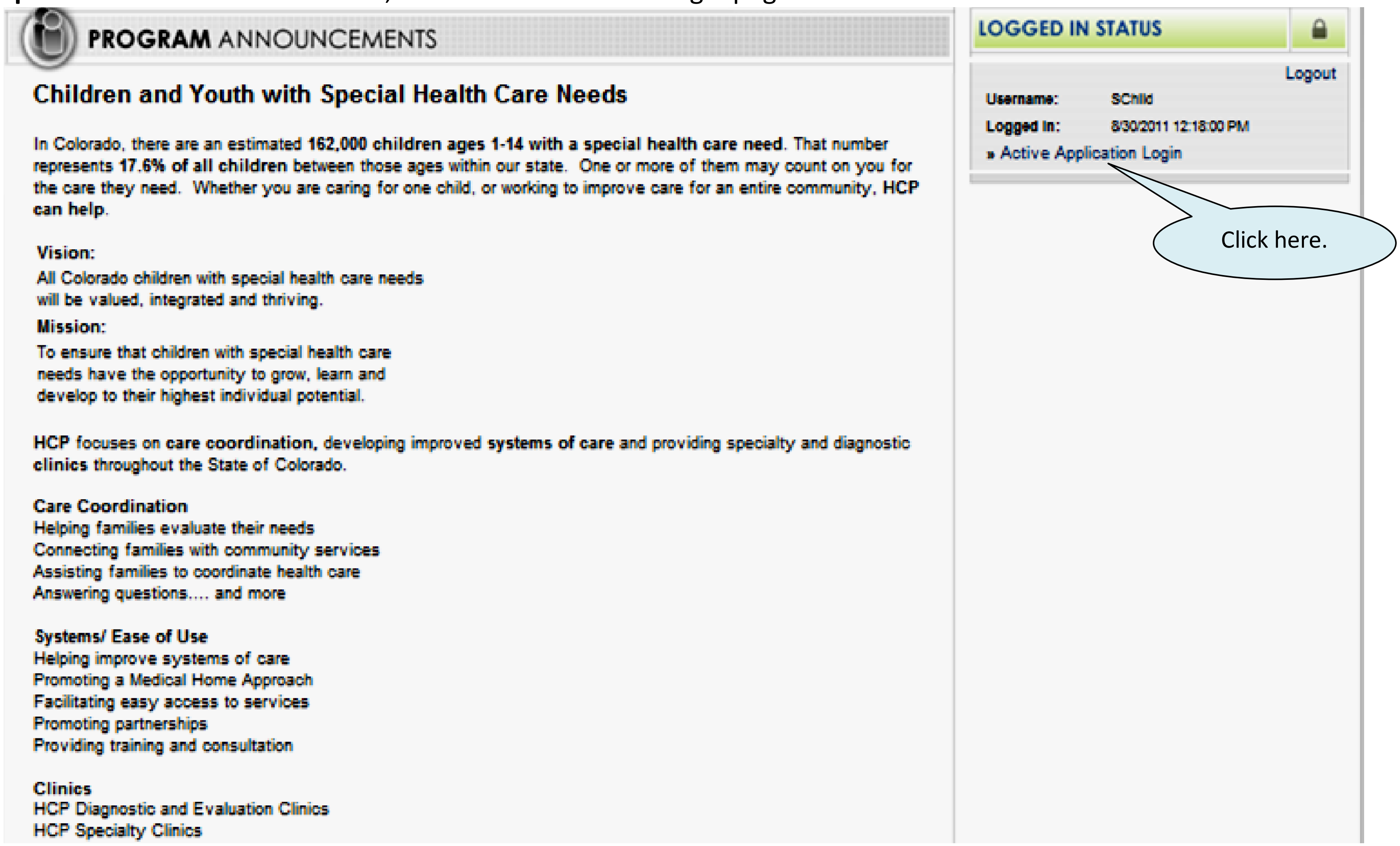


When you have completed your follow-up on the notification, click on **Reply to Notification.** You must reply to close a CRCSN notification.


Reply
Hide
Date:
09/28/2011
Type:
Phone Call
Reason:
Notification - Unknown Child
Duration:
1 Hour
Family Member:
Result:
Left Message
Notes:
asldkgjhbni09uoj
Fill in all the fields. Click on Add to save.
Cancel
Add
Close
Click here to close the notification.

HCP Program Announcements

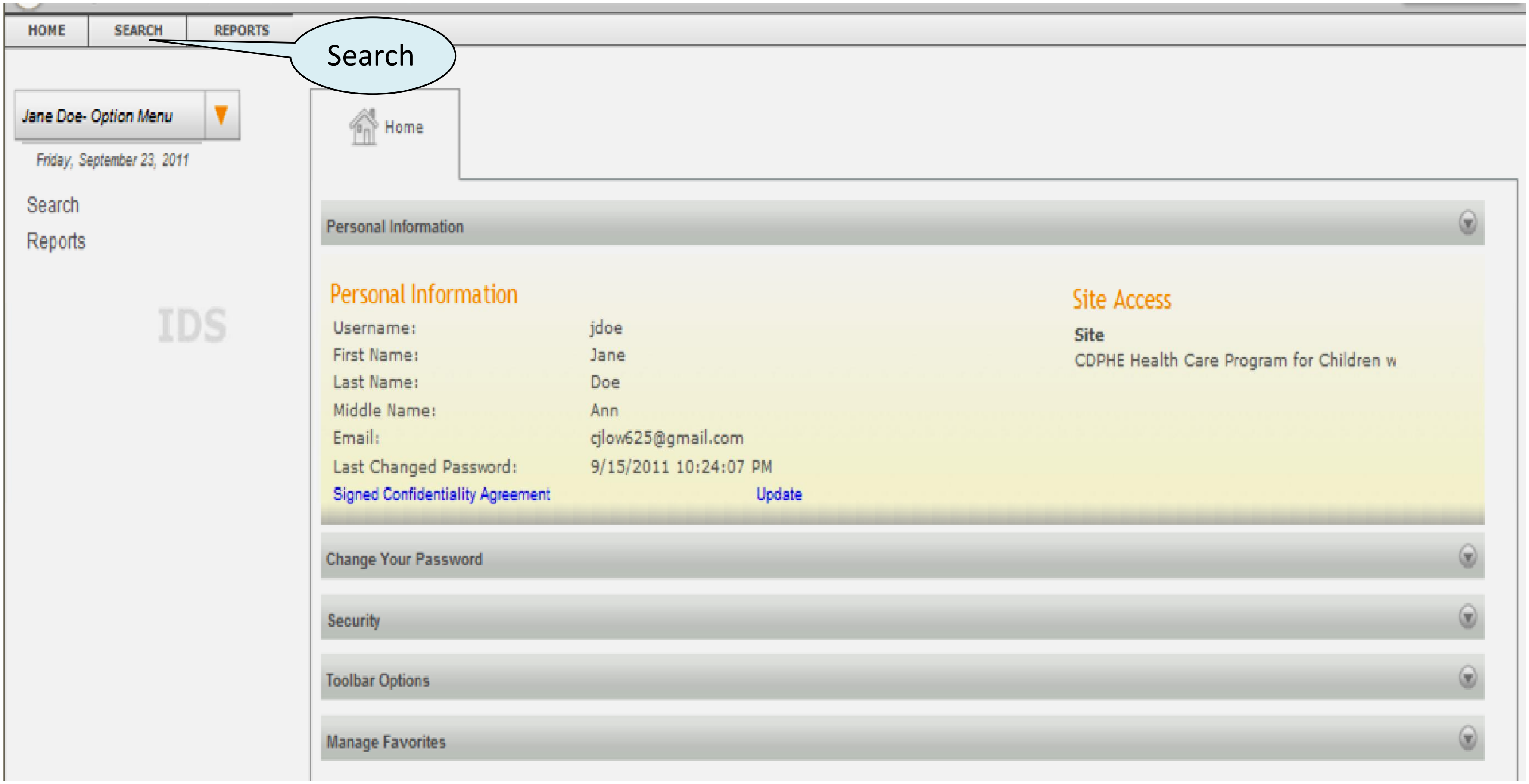
HCP Program Announcements will appear when you click on the Programs Supported "**Children and Youth with Special Health Care Needs"** link, found on the CYSHCN login page.



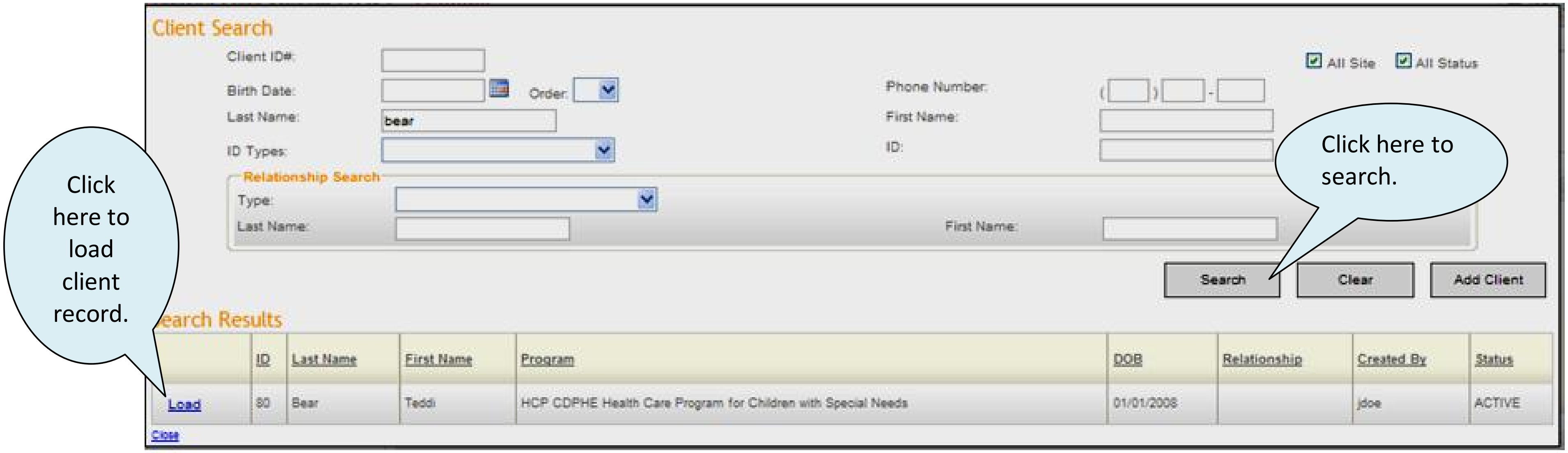
To enter the data system, simply click on **Active Application Login.**

Transferring a Client

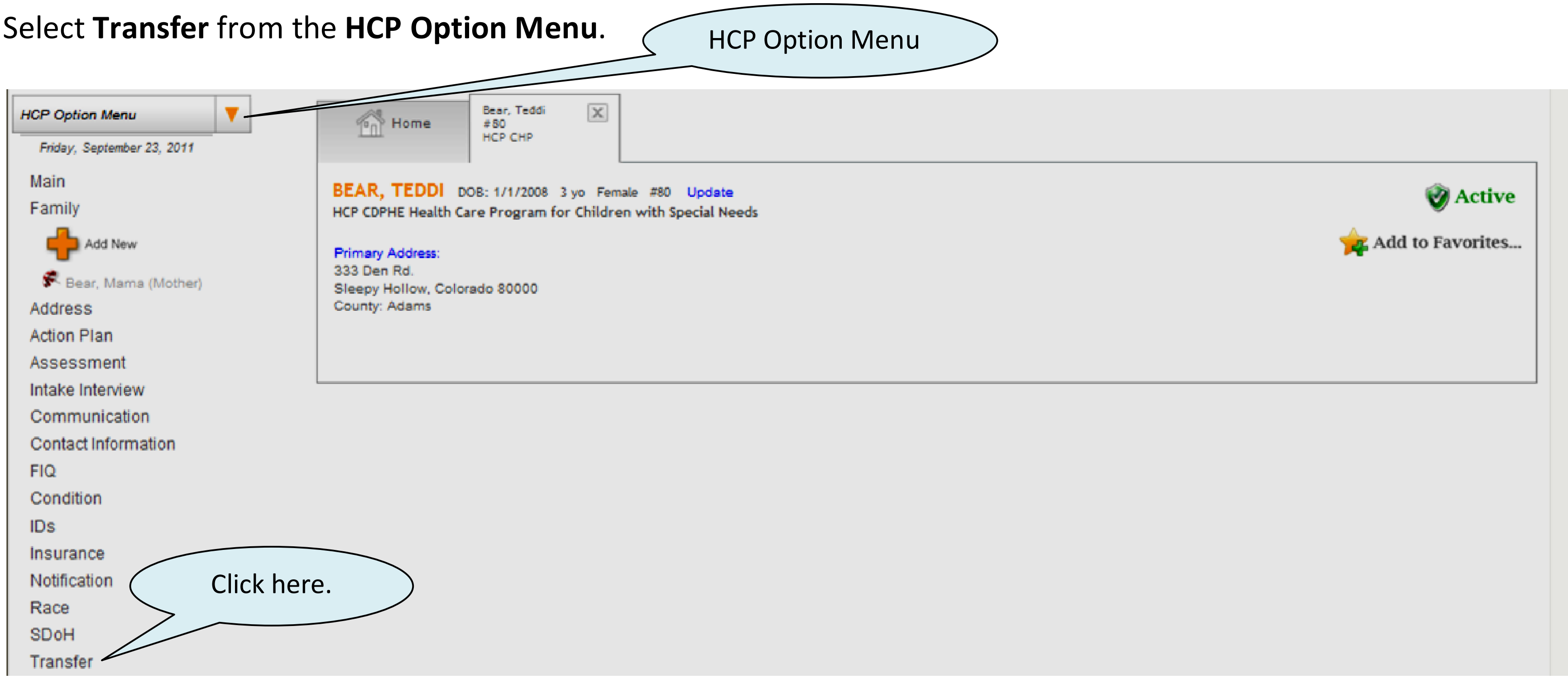
To transfer a client to another HCP site, start by searching for the client.



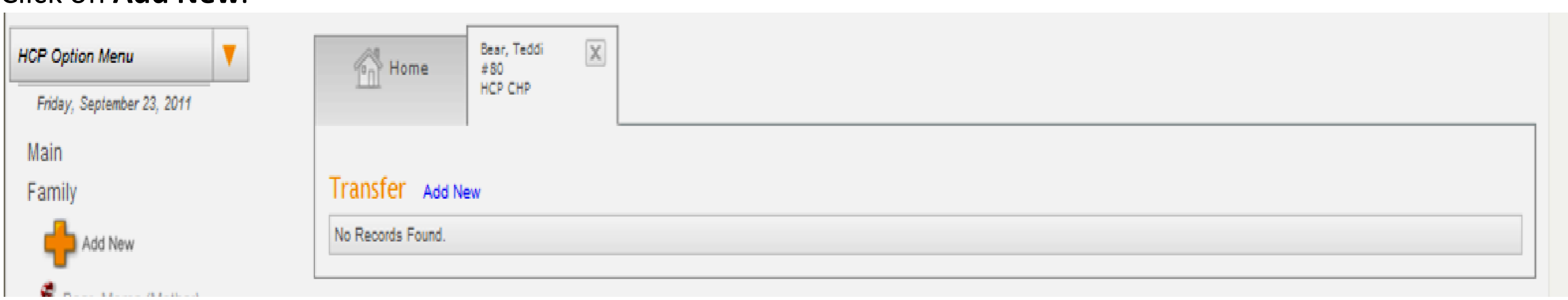
Enter your search criteria and click on **Search**. When the client appears, click on Load.



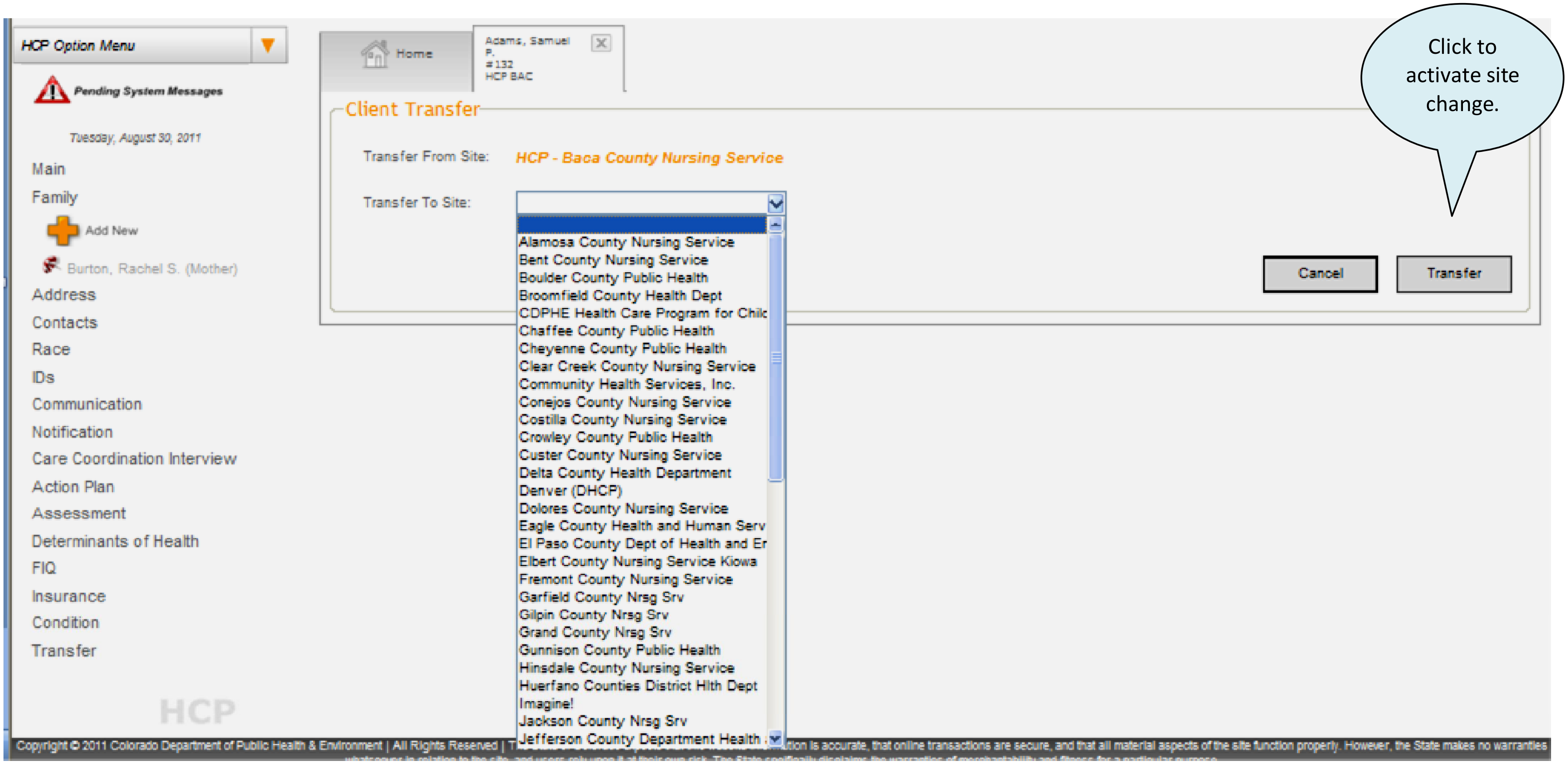
Select **Transfer** from the **HCP Option Menu**.



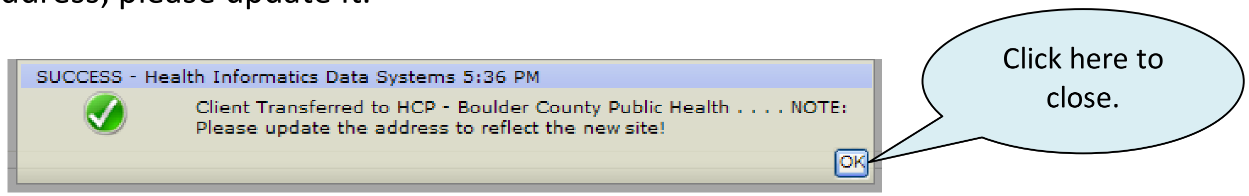
Click on **Add New**.



Select the **Transfer to Site** from the **drop d**own list and click on **Transfer**.



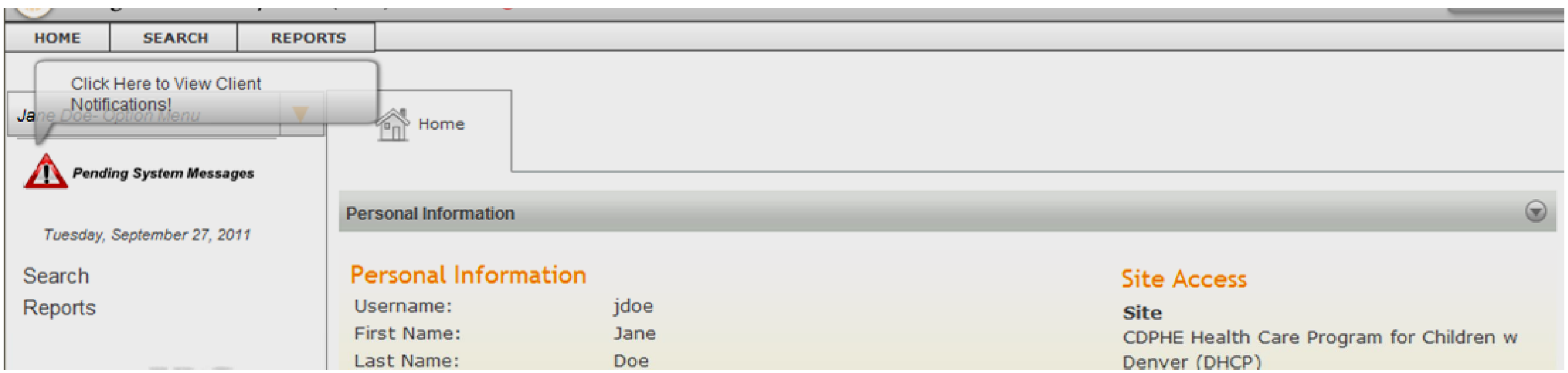
A success window pops up with a note to update the address for the client. Click the **OK** button to continue. If you know the client's new address, please update it.



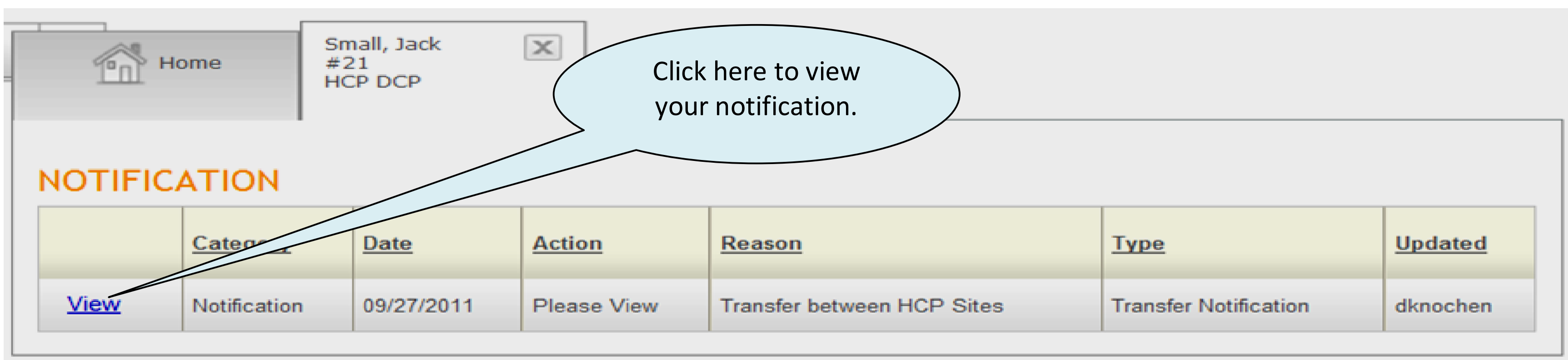
The client is now registered in the new location. The client's new site will receive a notification through a **Pending System Messages** alert.

Receiving a Transferred Client

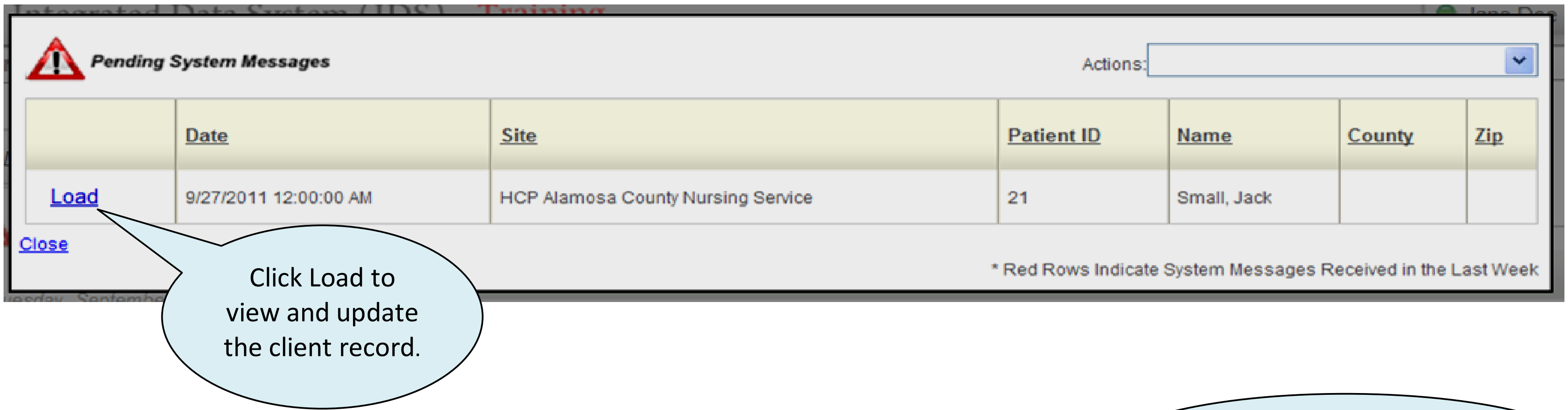
When a client is being transferred to your site, you will receive a **Pending System Messages.**



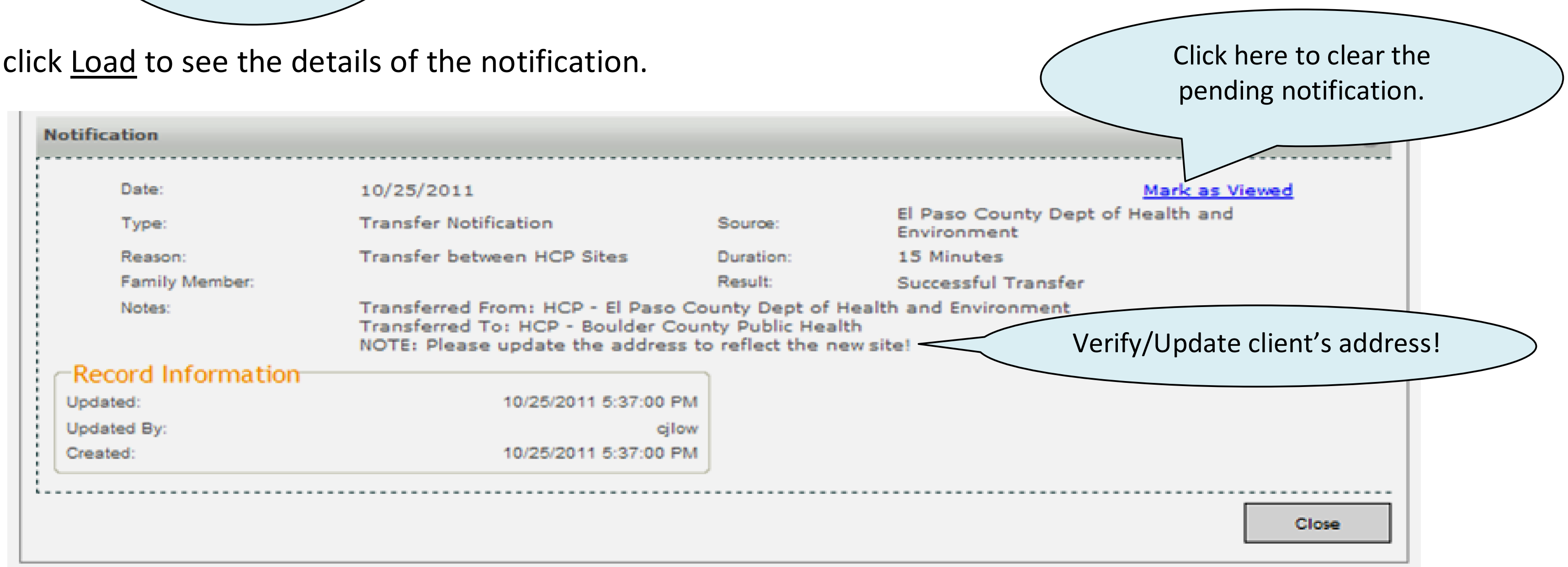
Click on the **Pending System Messages** symbol. The following screen will appear.



To open the notification, click on **View.**

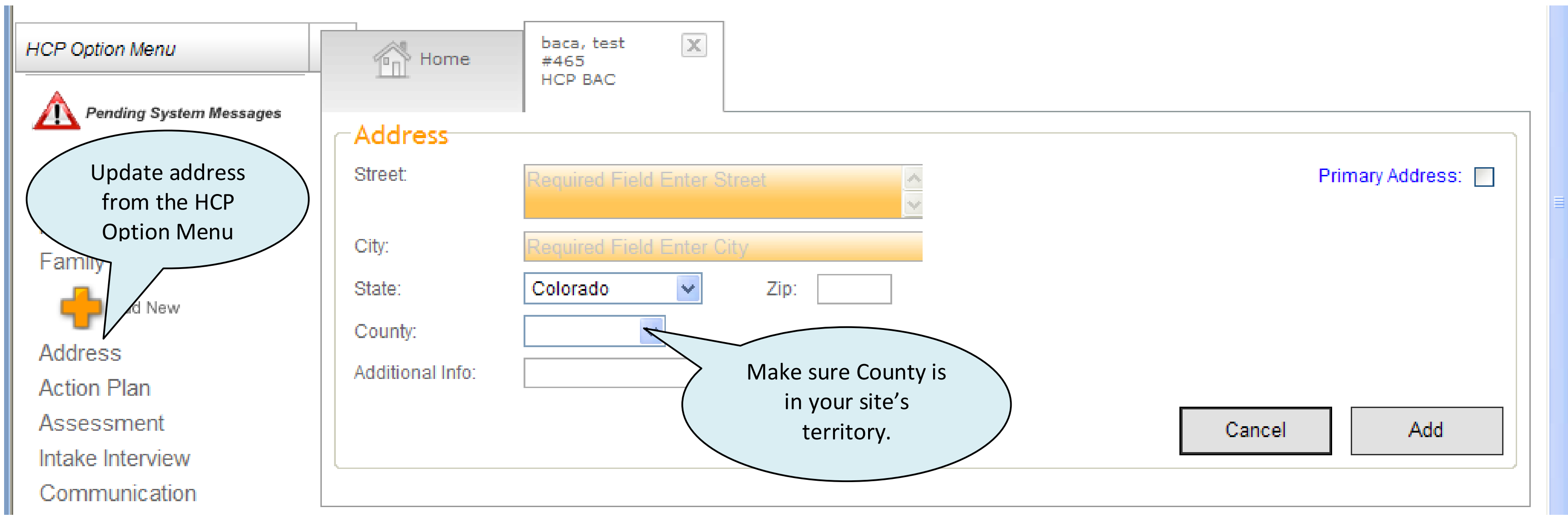


Now, click Load to see the details of the notification.



Click on **Mark as Viewed** to clear the notification.

After you have viewed the client, go to **Address** on the ***HCP Option Menu*** and update the client's address. Make sure that the County is updated to the one in your site's territory. Click on **Add** to save.



Appendix I

Security and Confidentiality Agreement Text

Colorado Department of Health & Environment - Data Security, Use and Confidentiality Agreement

In consideration of my access to the Colorado Department of Public Health and Environment secure Web site and information, I agree to the following:

I understand that I am responsible for making every effort to prevent unauthorized users from gaining access to or using my user ID and password. I also agree to make every reasonable effort to prevent use of a computer for illegal or unethical purposes by all users, authorized or not.
I agree to immediately report any suspected or actual unauthorized access to the Colorado Department of Public Health and Environment point of contact that manages the information.
I will not share my password with any other person.
I will not leave my password around my computer or where another person might easily locate it.
I will change my password periodically and if I suspect it has been compromised. I will set up my passwords according to department guidelines for length and content.
I understand that this is a "shared fate" environment. My fellow users and clients may be affected or confidentiality compromised by the activities of other users. Preventing such activity is the shared responsibility of all users. I agree to access only the information I need to do my job and not to access or attempt to access files that I am not authorized to use. I will not "browse" or otherwise use files or programs that exceed what is the minimum necessary to do my job. My use and disclosures of information will be consistent with those permitted by the federal Health Insurance Portability and Accountability Act of 1996 (HIPAA) and other applicable laws and rules. I agree not to discuss confidential information or to provide copies of confidential reports, regardless of how or where acquired, to family members, friends, professional colleagues, other employees, other clients or any other person unless such person has been authorized to have access to that information. If unsure who is

authorized to access the information, I will check with my supervisor or the department point of contact who manages the information. I understand that my access is granted for the purposes of public health and environmental protection. I will not use or disclose any data for any purpose or end inconsistent with the purposes of the system(s) for which access is granted. If I am unsure if any use or disclosure is permitted, I will discuss the issue with my supervisor and/or contact appropriate department program staff for further clarification. I will take precautions to protect confidential data displayed on my screen from viewing by others. This may mean re-positioning my computer screen, adding a device to limit other's view, turning off the computer when leaving the area or enabling password– protected screen savers. I will take reasonable and appropriate steps taking into account the staff and public access to my area and the nature of the data on the system. I understand that files I access may be protected from distribution by copyright or other applicable laws. The department has exclusive copyrights in all original works of authorship created by its employees or contractors. This applies to both published and unpublished works, and includes, but is not limited to, written documents, charts, graphs, imagery and maps. Other entities' copyrighted works also may be accessible on this Web site. I will not reproduce, distribute or display these works without permission from the department or another copyright owner.

I understand that for audit or system security purposes, the department may monitor all my activity.

I understand that the department may revoke my access at any time, with or without cause.

I understand that any violation of federal, state, local or the program's confidentiality requirements of this Agreement will be considered a breach of my obligations and may result in disciplinary action, up to and including termination of employment, termination of contractual relationship and other remedies allowed by law during or after my employment or work with these data systems. For the Department and other state employees, discipline will be per the State of Colorado Personnel Rules.

I understand that information contained in the department's information systems is highly confidential and is protected from improper use and disclosure by applicable federal and state laws. I agree not to disclose confidential information in violation of this agreement or applicable confidentiality laws.

Signed By: <CYSHCN User Name>

Date Signed: <Date Agreed>

Appendix II

HCP Care Coordination Model Flow Chart